



THE OPTIMAL HEALTH MEDICAL CENTER

Welcome to The Optimal Health Medical Center. We look forward to meeting you! Please take a minute to read through the following pages so we can use your time efficiently.

WHAT TO EXPECT AT THE OPTIMAL HEALTH MEDICAL CENTER

Arrival

- Please arrive 10 minutes before your appointment time

Administration Desk: check-in (10 min)

- Welcome to The Optimal Health Medical Center
- Update personal forms and sign consent forms, privacy policy
- Co-pay or coinsurance
- Vital signs

Medical Consultation with Penney Stringer, MD

- 30-90 minute appointment depending on the nature of the problem
- Medical assessment and initial treatment plan

Lab Testing

- Lab orders will be reviewed with you by your provider or the medical assistant. You will be given the orders, any necessary kits to take home and the billing procedures will be explained.

Administration Desk: check-out (10 min)

- Schedule follow-up appointment(s)
- Obtain visit summary print out with instructions
- Obtain superbill which you can submit to your insurance company if we are not a preferred provider.
- Payment for visit to include visit, lab kits, and supplements.

PRACTICE POLICIES FOR PATIENTS

Our goal at The Optimal Health Medical Center is to provide you with the highest level of personalized care. We are committed to helping you achieve optimal health.

It is important to read all the enclosed information carefully and mail or fax all attached forms found on the website to our office at least seven (7) days prior to your appointment. This will allow us to help solve your problems more efficiently and enhance the quality of your care. If your patient packet is late, it may take up to 30 minutes of your appointment time to review your records.

Scented Products

Given the nature of this practice and that many of our patients and employees are chemically sensitive, we ask that you refrain from wearing perumes, perfumed hair products, scented creams and lotions, etc. on the day you come to our office.

Website

Information about The Optimal Health Medical Center and all relevant patient forms are available through our website www.drpstringer.com.

Please allow yourself adequate time to fill out Initial Patient Packet forms prior to your visit. We must receive them at least 7 days prior to your scheduled visit. This form may take 20-60 minutes to fill out so please pace yourself. This information is so important in enabling us to help to find the cause of the problem and we appreciate your efforts in this regard.

For all follow up visits, please fill out the MSQ form found on the website (which documents your symptoms over the past 30 days) and bring this with you to your appointment or send via email (ohmedcenter@gmail.com).

Medical Records

Medical records can only be released with your authorization. A Medical Records Release Form is available for your use. You are responsible for obtaining previous medical records from other physicians or health care providers. Please contact your physician or other health care provider to obtain these records. Your records should be mailed or hand-delivered to The Optimal Health Medical Center, 750 George Washington Way, Suite 5, Richland, WA 99452.

Consultations

Your initial visit will include a 60-90 minute medical consultation with your provider. Nutritional therapy and laboratory/diagnostic testing are integral components of your treatment plan. Test results are used to design your personal health care program as well as uncover the root causes of your medical condition. Nutritional supplements and dietary changes are often recommended and we will help you select and find the highest quality products.

Consultation Fees

- Initial consultation (45-75 min) includes full review of medical records and comprehensive intake: \$300
- Office visit for follow up 30 min: \$155
- Office visit follow up 45 min: \$200
- Office visit follow up 60 min: \$250

Confirmations and Cancellations

Due to the numerous requests for consultations, we have a strict 48-hour cancellation policy*. Your appointment must be cancelled at least 48 hours prior to your scheduled consultation or you will be charged \$55 for the missed visit. We have a courtesy automated reminder system in place that will call you 48 hours prior to your scheduled appointment. You may cancel your appointment by calling the office. *Note: If you have an appointment on a Tuesday and need to cancel, you are required to call the office the Friday prior to your appointment in order to avoid being charged the \$55 fee.

Payment Options

Our office accepts cash, checks, or credit cards (MasterCard or VISA) for services rendered. Payment is due on the day of service. It is your responsibility to check with your insurance company prior to your appointment to verify your copay, deductible, and co-insurance so any outstanding charges can be settled at the time of your appointment. It is also your responsibility to contact your insurance company to verify Dr. Penny Stringer is an in-network provider.

Insurance Information

We are one of only two medical clinics in the area offering a functional medicine-based approach within the insurance system. All other offices providing this high quality, personalized, comprehensive approach to wellness are strictly cash practices. We are committed to keeping this practice of medicine accessible to as many people as possible and for this reason are making every effort possible to stay contracted with a number of insurance companies. We have hired a billing company, MTBC, which handles all our insurance billing. All questions regarding your bills should be addressed to MTBC. Their phone number is 866-592-6822. We are hopeful this will streamline the process for all.

Insurance (cont)

At the time of this publication, we are contracted as preferred providers with the following insurance companies:

- Aetna
- Anthem
- Blue Cross Blue Shield
- Cigna
- First Choice
- GH Options
- Lifewise
- Premera
- Regence
- United
- Zenith

Dr. Stringer is also not a Medicare or Medicaid Provider. Dr. Stringer is able to see Medicare patients but neither she nor the patient is able to bill Medicare for the visit. For insurance companies for which we are not preferred providers, we will provide you with a billing summary which you can submit to your insurance carrier.

Phone Calls, Messages and Faxes

- Our office hours are Tuesday through Friday 9a-5p.
- To reach The Optimal Health Medical Center, please call 509-943-1122.
- Our fax number is 509-943-1125
- If you call after hours, our office staff will return your call on next business day.
- If you have a medical emergency call 911 or go directly to the nearest emergency room.
- We are unable to provide patient care via email. If you need something from our office, please call the office.
- When leaving a message please be brief and include the following information:
 - » Full name, spell your last name
 - » Date of birth
 - » Reason for call
 - » Phone number(s)

Prescription Refill Requests

Your pharmacy must fax prescription refills to our office at 509-943-1125. Office policy allows up to 72 business hours to process a prescription refill. Please plan ahead to avoid any interruptions in your medications.

FREQUENTLY ASKED QUESTIONS

What is your website address?

Information about The Optimal Health Medical Center can be found at www.drstringer.com.

Do you think you can help me with my health problem?

Dr. Stringer uses an innovative systems approach to assessing and treating your health care concerns.

Most physicians are trained to look only in specific places for answers using the same familiar labs or diagnostic tests. Yet many causes of illness cannot be found in these places. The usual tests do not look for food allergies, hidden infections, environmental toxins, mold exposures, nutritional deficiencies and metabolic imbalances. New gene testing can uncover underlying genetic predispositions which can be modified through diet, lifestyle, supplements, or medications.

Dr. Stringer is highly skilled in evaluating, assessing and treating chronic problems such as fibromyalgia, fatigue syndromes, autoimmune diseases, inflammatory disorders, mood/behavior disorders, gastrointestinal disorders, hormonal problems, and other chronic, complex conditions. She also focuses on the prevention and treatment of heart disease, diabetes, dementia, hormonal imbalances and digestive disorders. This approach to healthcare is particularly well-suited for individuals who are ready and willing to take responsibility for making the necessary changes to their lifestyle that will lead to lasting optimal health.

Can all the tests I need be done at The Optimal Health Medical Center?

Most of the testing can be ordered through The Optimal Health Medical Center. Some testing can be done through conventional laboratories and others are only available through specialty laboratories.

During your medical consultation, your provider will determine which tests are needed and then our medical office assistants will review testing recommendations, instructions (ex. fasting or non-fasting etc.) and costs. Some testing can be performed at home with test kits to collect urine, saliva, or stool. Others may require you to go to a local laboratory to have blood drawn. In all cases, we will assist you in coordinating initial and follow-up testing.

Occasionally we may recommend certain tests which require a referral (such as stress tests, bone density, sleep study, etc.). In those instances, we can provide you with an order that you can take to a local facility or hospital.

How can I order the supplements I need?

You may order supplements in person or by phone.

Do you take insurance?

The Optimal Health Medical Center will accept insurance such as: Aetna, Anthem, Blue Cross Blue Shield, Cigna, First Choice, GH Options, Lifewise, Premera, Regence, United, Zenith. We, however, do not accept Medicare or Medicaid, nor are we contracted as Group Health providers or the new Affordable Care Act State Programs.

Some lab tests Dr. Stringer recommends may not be covered by your insurance company. We will discuss this at the time of your visit.

In some instances we will be able to provide you with a billing summary for you to submit to your insurance for reimbursement. We expect payment in full by check, cash or credit card due at the time services are provided. All insurance billing questions can be directed to MTBC, which is the billing company we have hired to handle all insurance billing. Their number is (866) 592-8822.

What credit cards do you accept?

We accept MasterCard and VISA.

Is Dr. Stringer a primary care physician?

She is trained as primary care provider but does not provide acute care services. She will work closely with you as a consultant and coach in preventive, nutritional and functional medicine to help you address the roots of chronic health problems, and to help educate you about lifestyle choices that will optimize your vitality at all ages of your life. She can confer with your primary care doctor if required. Dr. Stringer requires all her patients to have a designated Primary Care Provider.

Do I have to see the provider in person for my medical consultation?

Yes, medical licenses require doctors meet with a patient in order to provide an initial medical consultation.

Whom do I contact?

Our phone number is 509-943-1122.

Email: ohmedcenter@gmail.com

Email is used to send completed new patient packets only. We are unable to provide patient care via email. If you need something from our office, please call the office.

Prescription refills: Please have your pharmacy fax us your refill request at 509-943-1125.

Medical records: Please fax request to 509-943-1125.

Where are you located?

750 George Washington Way Suite 5, Richland, WA 99352

We are located on the river side of the building, lower level. Parking is available in the upper parking lot (on George Washington Way) or on the lower level in the Howard Amon Park parking lot.