

PATIENT HANDBOOK

Restore Health & Wellness Center

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Appointments Required

Restore Health & Wellness Center is committed to healing the whole person – body, soul, and spirit. Our mission is to partner with each patient to coach them in making substantive lifestyle changes and better, more permanent health choices in order to prevent premature death and reduce the effects of aging. Our desire is to help guide patients in making health care choices that allow them to remain healthy, functional and enjoying life until the day they die.

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WELCOME TO RESTORE HEALTH & WELLNESS CENTER

Restore Health & Wellness Center (RHWC) is committed to healing the whole person – body, soul, and spirit. Our mission is to partner with each patient to coach them in making substantive lifestyle changes and better, more permanent health choices in order to prevent premature death and reduce the effects of aging. Our desire is to help guide patients in making health care choices that allow them to remain healthy, functional and enjoying life until the day they die. These goals are achieved by determining how a particular individual's body functions and developing a plan specific to that person.

RHWC CONTACT INFORMATION

Restore Health & Wellness Center, PLLC
3175 Wrightsville Ave.
Wilmington, NC 28403

Email: info@restorehealthwellness.com
Phone: (910)763-1960
Fax: (910)763-1961

As a small, independent practice, we do not have a dedicated telephone operator. Due to the amount of time given to each patient in our office, we will not always be available to answer the phone or return phone calls immediately. Our patients are very important to us. We want to give each patient in our office the time that they deserve. In order for us to serve each of our patients with this amount of dedication to their health, please understand that scheduled office visits are our first priority.

Due to the volume of calls we receive on a daily basis, we have implemented an automated system to help us serve you. Please take a moment to listen to the greeting if you are uncertain of what extension you need to reach. Be assured that voicemail messages are reviewed several times throughout the day, and our staff works diligently to address your needs in as expedient a manner as possible. Most non-urgent issues are usually resolved within two business days. Messages left after 4:00 p.m. may not be addressed until the following business day. If you need to speak with a medical care provider in person or on the phone, please feel free to make an appointment.

RHWC HOURS OF OPERATION/OFFICE CLOSINGS

Our regular office hours ("business days") are:

- Monday: 7:45 a.m. to 5:00 p.m.
- Tuesday: 7:45 a.m. to 5:00 p.m.
- Wednesday: 7:45 a.m. to 5:00 p.m.
- Thursday: 7:45 a.m. to 5:00 p.m.
- Friday: Closed
- Saturday & Sunday: Closed

There is no after hours on-call coverage. If you have an emergency, please go to the nearest emergency room. If you have a medical question or concern that cannot wait until regular business hours, please call the NHRMC VitaLine at (910)815-5188 or (888)815-5188 or your primary care provider. Messages left outside of regular business hours will not be addressed until the next business day. *Prescription refill requests will not be addressed until we return to the office on the*

next business day. Please see the [YOUR MEDICATIONS](#) section for additional information about prescription refills.

2014/2015 Holidays

- Closed, Monday, December 22, 2014 through Friday, December 26, 2014 in observance of the Christmas Holiday
- Closed, Thursday, January 1, 2015 in observance of the New Year's Day Holiday
- Closed, Friday, April 3, 2015 in observance of Good Friday
- Closed Monday, May 25, 2015 in observance of the Memorial Day Holiday
- Closed Friday, July 3, 2015 in observance of the Independence Day Holiday
- Closed Monday, September 7, 2015 in observance of the Labor Day Holiday
- Closed Wednesday, November 25, 2015 12:00 p.m. through Friday, November 27, 2015 in observance of the Thanksgiving Day Holiday
- Closed Thursday, December 24, 2015 through January 1, 2016 in observance of the Christmas and New Year's Day Holiday

Additional office closings or delayed openings due to inclement weather or other unforeseen circumstances will be communicated on the home page of our websites at <http://www.restorehealthwellness.com> & on our [Facebook events page](#).

POLICIES AND PROCEDURES

In order to provide you with the highest level of service, we have a number of policies and procedures that we ask you to follow. A great deal of effort, attention to detail, and time is needed for us to deliver this type of care. Over the years we have refined our policies and procedures. Below is an outline of these policies and a clarification of what we can and cannot do on your behalf. Please review these policies very carefully.

PRIVACY POLICY

This office strives to be fully HIPAA compliant. If you have not received a copy of our Notice of Privacy Practices, we would be happy to give a copy to you. You may also print a copy now via this [link](#).

TELEPHONE, EMAIL AND FAX CORRESPONDENCE

Because of our wellness/prevention approach to healing and health, we believe that nothing can replace an office visit when it comes to explaining treatment, going over test results, answering your questions, and making plans for care. *As a result, it is our office policy that such issues are never discussed in detail by phone, and we will not initiate new therapy, alter the existing plan of care or change prescriptions by phone.* Instead, we require an office visit.

Likewise, we do not manage your care by fax or email correspondence. You may send written status reports or updates via email or by fax; but, if any significant changes in your condition have occurred, we will require that you be seen in the office.

If you find that you have an issue that you believe needs immediate attention, we respectfully ask that you utilize only one contact person per day, especially if you have multiple questions. Our efficiency decreases when requests for information are duplicated across our staff. Our efforts are duplicated and more time is required to resolve your issues. Please be aware that repeated calls or emails to multiple staff members may result in additional billing. (Please see [FEES AND PAYMENTS](#) section for more information.)

Because we have a relatively small staff, it is very likely that you may have to leave a voicemail. When doing so, please make sure to leave detailed information about your concern instead of just requesting a call back. This enables us to expedite the resolution of your issues and concerns. Voicemails are checked throughout the day, and most issues are resolved within two business days or less.

APPOINTMENTS

We consider ourselves to be a consultative/specialty practice, and not a primary care/urgent care center or concierge practice. All office visits are scheduled in advance. We are unable to accommodate walk-ins for any member of the medical staff. While we will make every effort to meet your needs, it is not always possible to fit urgent/emergent needs into our very full schedule. For this

reason, we urge you to secure and/or maintain a relationship with a primary care physician. In the event that an emergency arises and you are not able to see us immediately, you should see your primary care provider who can then call us if our input is needed.

We ask each patient to work with us in our scheduling. Our goal is to have an office that runs smoothly and does not have patients sitting in the lobby waiting for long periods of time and does not have the medical care provider (MCP) rushing. **We respect and value your time as much as we respect and value ours. We cannot remain on time with scheduled appointments without your assistance in arriving at least 15 minutes early for your appointment.** Arriving early allows our staff to process your chart, take your vital signs, and get you ready to see the MCP at your scheduled appointment time.

When you call to schedule an appointment, we ask you to please list all concerns that you may have and how long you need with the MCP. Please make the person scheduling your appointment aware of **ALL** problems you wish to discuss at your appointment. We encourage you to schedule your visit for as long as you desire your visit to be. The staff will work with you to determine how much time you will need to address all of your concerns. You will have the MCP's undivided, unhurried, and focused attention for as long as you have scheduled.

Our mission is for the MCPs to spend their time in the exam room with you giving you their undivided attention. We schedule long appointments and spend extended time with patients in order to fulfill this mission. Because the majority of their time is spent in the exam rooms with patients, our providers do not have the opportunity to return phone calls to patients. **It is the policy of this office that, if you have multiple questions that cannot be answered by the office staff, you will need to schedule an in-office appointment or phone consult with the MCP. We do charge for phone consults** just as we charge for office visits.

CANCELLATIONS/RESCHEDULE REQUESTS

If you need to cancel or reschedule an appointment with our office, we require a minimum notice of two business days. During weeks with an office holiday we require a minimum notice of one week (See [HOURS OF OPERATION/OFFICE CLOSINGS](#) section).

Patients who fail to cancel or request a reschedule with the required notice will be charged a \$50 No Show Fee. If you late cancel or miss three appointments, we may choose to discontinue providing you with medical care or require non-refundable payment up front in order to schedule a visit (see [PATIENT COMMITMENT](#) section). If you have late cancelled or missed an appointment, you will be required to pay the No Show Fee before scheduling another visit.

INSURANCE

We believe the people most qualified to make decisions about your health are you and a well-informed, trusted medical practitioner (and not an insurance corporation or HMO). It is because of this belief that our partnership is with *you* and not with any insurance companies or with Medicare, so we are considered both an *Out of Network* Provider and a *Non-Assigned, Opt Out* Provider.

*Medicare does not reimburse for services we provide in our office; nor does any Medicare Advantage Plan, but they may pay for some lab work.**

We require payment in full for each visit upon check-out. Your invoice will reflect the billing and coding information for the services performed so that you may file with your insurance company for reimbursement. Just be aware that any reimbursement would be considered at the OUT OF NETWORK level. In most cases, insurance reimbursement checks are mailed directly to you. Occasionally, an insurance company will inadvertently send a check made payable to us. When this happens, we will send the check back to your insurance company and alert you that this has occurred.

By choosing to partner with our practice, any requirements set by your insurance provider are, by default, your responsibility. This includes prior authorizations, requests for additional information, appeals for non-covered services, etc. Your insurance company understands this, and requests for information will usually be mailed to you with an Explanation of Benefits (EOB). If, by some chance, the insurance company determines that they made an overpayment, you will be responsible for reimbursing the insurance company.

* See [LABS](#) section for additional information.

Tips to help you maximize your understanding of your insurance policy

1. Know your benefits! Ask your benefits administrator:
 - a. "Do I have out-of-network benefits?"
 - b. "What is my benefit for an out-of-network SPECIALIST OFFICE VISIT?"
 - c. "Is SOLSTAS Lab Partners considered In-Network for my plan? If not, who is your preferred free-standing laboratory?" (Then make sure to let us know.)
 - d. "What is my benefit for In-Network labs?"
 - e. "What happens if an Out-of-Network provider orders lab work, but I have them drawn and processed at a SOLSTAS lab?"
 - f. "What is my benefit for Out-of-Network labs?"
 - g. "What Out-of-Network services require pre-authorization?"
 - h. "How do I get a copy of my policy?"
2. Know what you're paying for! You can ask your benefits administrator whether a Non-Network lab or service fee "exceeds, or is within reasonable and customary amounts". This way you will have a better understanding of what your out-of-pocket expenses will be.
3. Remember that Non-Network claims have to be SCANNED and KEYED (and are often keyed by an out-sourced, overseas company) before they are automatically processed by your insurance company's computerized system. If your EOB doesn't match up with your invoice, call your benefits administrator and ask them to "pull the claim image" and compare it with what you submitted. There may have been a keying error. You can ask them to "resubmit the claim for reconsideration." (You can also appeal a denial for reimbursement of services.)
4. Know that federal law requires that your insurance company (a) process your claim and (b) communicate the determination of reimbursement (via EOB) within 30 days of the receipt of your claim. (Most claims are processed within 15 days.)

LETTERS OF MEDICAL NECESSITY

There may come a time when a medication or procedure recommended by a RHWC provider requires a letter of medical necessity by either your insurance company or your FSA/HSA/HRA administrators. We are happy to provide this as a service to our patients. The amount of time and paperwork required to accomplish this is often substantial, and fees will be charged for work by our staff on your behalf, based on the time and complexity of the task. The minimum fee is usually \$25. (Also see [FEES AND PAYMENTS](#) section.)

MEDICAL RECORDS REQUESTS

Requests for medical records may be made at any time by you or another physician. We will *not* release this information without your prior written approval. Medical records often require a significant amount of resources to research, print, and mail or fax copies. **For this reason, we ask for a lead time of 30 days.** The NC Legislature regulates the fees for medical record requests (NC statute 90-411). The minimum fee for this service is \$10, which we will require you to pay as an initial deposit/payment via credit card. Additional fees are as follows: \$0.75 per page for the first 25 pages, \$0.50 per page for pages 26-100, and \$0.25 per page for pages 101 and beyond. Additional fees may be charged to outside companies requesting records. ([Print Restore Records Release Form](#))

All records created by our office in connection with your medical care are property of Restore Health & Wellness Center, and originals remain in our office for auditing purposes. We cannot release records that were not created by our office (i.e. lab work or office notes created/ordered by other physicians and/or medical facilities). Records are destroyed after seven years of an inactive patient status.

YOUR MEDICATIONS

Please bring a completed **Current Medications List** (see [ADDENDUM III](#)) detailing *all* of your medications (regardless of who prescribed them), supplements, and other non-prescription remedies to each office visit so we can accurately review your regimen. The list should include the name of the prescription or supplement, the manufacturer of the supplement, the strength of the prescription or supplement, and how often you take the prescription or supplement (including the time of day you take it). **If you take a multi-vitamin, please bring the actual bottle with you. We also ask that patients utilizing Hormone Replacement Therapy (HRT) bring their therapy container(s) to each appointment.**

Prescription refills are generally written during your office visit. If you find that you have a refill request between office visits, please have your pharmacy fax your request to 910.763.1961. We require three business days to process prescription requests, so please make sure not to wait until you have run out of your prescription before you call your pharmacy.

RHWC providers may still require an office visit to authorize your refill request. An office visit is also necessary for us to prescribe medications not originally prescribed by us or not related to the specific diagnoses that we are currently treating.

Please note: If you cancel your appointment, any prescriptions that need refill authorizations will be denied until you are seen in the office.

LABS

A SOLSTAS Lab Partners technician is on site at RHWC. This frees up our medical staff to serve our patients more efficiently, and gives those with insurance coverage the option of having the labs filed directly by the lab company to their insurance. In doing so, the insurance company may reduce a patient's out of pocket costs by reimbursing (or paying entirely for) the labs. Alternatively, we work very hard to have competitive pricing so that labs drawn and processed in our office are at least comparable (and are often cheaper) than charges by freestanding laboratories.

You will have three options for lab billing. The three options are as follows:

Option 1: Labs Drawn and Billed by Our Office (Out of Network)

If you do not have insurance, you will most likely benefit from having your labs processed in our office. Prices for our most common labs are generally about 1/3 of what a freestanding lab will charge. A Venipuncture fee of \$15 is charged in addition to the lab fee.

Option 2: Labs Drawn in Our Office and Billed by SOLSTAS Lab Partners/Filed with your Insurance

If SOLSTAS Lab Partners is In-Network for your insurance plan, you may wish to have the lab bill your insurance company. The SOLSTAS Lab Partners technician will get a copy of your insurance card(s) and will draw the blood here, prepare it for the lab, and have a courier pick it up from our office. SOLSTAS Lab Partners will bill your insurance company and/or Medicare for their services.*

Option 3: Labs Drawn and Processed Outside of Our Office

You may also opt to have your labs drawn outside our facility and SOLSTAS Lab Partners Network. In this case, we will generate a paper order (like a prescription) that you may take to the lab of your choice. Once we receive your results, they will be scanned into our system and hand-keyed into your chart before being assigned to your medical provider for review. Our office will charge a \$15 Administration Fee to cover the additional staff time required.

***** We cannot guarantee that labs ordered from our practice are covered by your insurance policy. You may receive a bill from the lab company for the balance of charges over and above the amount your insurance company pays. The lab will hold you financially responsible for this amount.*****

Bills from SOLSTAS Lab Partners

You may receive a bill from SOLSTAS Lab Partners for the balance of charges over and above the amount your insurance company pays. The lab will hold you financially responsible for this amount. Occasionally, you may receive a bill from SOLSTAS Lab Partners before your insurance has made a determination. You'll be able to recognize when this happens because 1) the bill will make no mention of your insurance and 2) the bill will seem astronomically expensive (often several hundred dollars, or even over \$1,000). **DO NOT PAY THIS BILL!** Instead, bring your bill to our office and talk directly to the SOLSTAS technician as soon as possible so they may assist you in resolving the matter.

LAB RESULTS

In most cases, you **WILL NOT** be contacted by our office staff concerning your lab results. Our policy is to schedule labs followed by a visit to review the lab results. We try not to review any labs by phone. We will discuss results with you in detail at your next scheduled appointment, during which you may also receive printed copies. If you wish to have your results discussed in detail prior to your next scheduled appointment, you may schedule a Phone Consultation Appointment with a medical care provider. If results indicate a *minor adjustment* to your therapy, you will be contacted and instructed how to adjust your therapy. If results indicate *significant adjustment* to your current therapy or require an initiation of *new therapy*, you will be contacted to schedule an in-office appointment with a medical provider.

IV THERAPY

Our IV Therapy program is growing, and we're excited to be a part of a greater mission to promote healing to more individuals in our community. As the number of our IV patients continues to increase, the demand to have a greater inventory of IV supplies and ingredients in stock also increases. In order to comply with the laws that regulate compounding pharmacies, many of our IV ingredients are prescribed *per patient*. This means that we order IV supplies especially for you. For us to do so, we must forecast your needs and order the appropriate ingredients about 10 days in advance of your IV.

Since our IV suite is limited to four chairs, having an increased demand for IVs also requires that we schedule appointments carefully so we are able to accommodate as many patients as we can. This is why it is important that you let us know about a need to cancel or reschedule your appointment as soon as possible. We request a lead time of two business days so that we have an opportunity to offer open reservations to other patients.

Taking into account the information above, we have implemented the following policies for our IV appointments:

- Most IV appointments will need to be scheduled 10 days in advance. If you need an IV sooner, we'll make every effort to accommodate your request, but there may be an additional fee to acquire additional supplies expediently.
- Cancellations and requests to reschedule must be made a minimum of two business days in advance.
- An admin/restocking fee of \$50 may be applied to patients who request a cancellation or reschedule with a notice of less than two business days.
- Patients who request to cancel/reschedule with a notice of less than 24 hours, and patients who fail to show for an appointment may be billed the full cost of the scheduled IV.

FEES AND PAYMENTS

All office fees are payable in full at the time of each visit. We accept cash, credit card (VISA, MasterCard, Discover, American Express), and HSA/Flexible Spending Account cards. We routinely audit our accounts to ensure accuracy of your invoices. While it is rare, we occasionally find that a

billing error may have resulted in your either being overcharged or undercharged. In these cases, your account will be credited if you were overcharged. If you were undercharged, we will send an invoice for the balance due.

We have separate fees for work performed on your behalf between office visits. This work may include reviewing reports, making and receiving calls (such as to and/or from other health care providers, insurance companies, pharmacies, home care agencies, etc.), and preparing paperwork that may be needed. The fees will be charged based on the time and complexity of the task. (Examples: Pre-authorization/prior-authorization for tests and medications will usually result in a \$25-\$75 fee being charged to you. A Chart Review Fee of up to \$75 may be assessed for lab orders generated outside of an office visit. A letter of medical necessity usually generates a \$25 fee.)

Messages via email have been helpful for many of our patients as a way to provide updates on current health status or to ask questions of our *administrative staff* (i.e. appointments, records, billing, and practice management). These types of communication are wholly appropriate for this technology, and we encourage our patients to utilize it whenever possible.

Occasionally, patients may have more complex questions that require the expertise of our *medical staff*. When significant time is involved in evaluating and responding to these consultation requests, a fee of \$25.00 will be assessed for these services. This allows us to continue offering email as an option for patient communication. This fee applies only to patients' health-related questions between office visits. There is no charge for brief questions with simple answers (such as yes, no, etc.) or for requests for other administrative tasks.

APPOINTMENT DESCRIPTIONS AND PREPARATION INFORMATION

The following information will define a number of the different types of appointments offered at RHWC and how you should prepare for them.

All Appointments

Regardless of the type of appointment, please take the time in advance to verify your current medications and supplements and write them down completing the **Current Medications List** (see [ADDENDUM III](#)). Bring this list to each appointment.

We also ask that you bring your multi-vitamin bottle. If you are on hormone replacement therapy (HRT) please also bring your container(s) with you so we can verify the correct dose of your current regimen.

We also encourage you to make a list of any questions you wish for us to address during your office visit, and make sure to bring your Medicare and/or Insurance Card(s) with you if you wish to have your lab work filed with your insurance (see [LABS](#) section).

Always plan to arrive 15 minutes prior to your scheduled appointment time to complete any additional forms that may be required for check-in.

Annual Physicals/Pap & Breast Examinations

These appointments are generally done every twelve months, and should ideally be scheduled in the morning, as often fasting labs are required. (Other labs may also be required. Please see [LAB APPOINTMENTS](#) section for more preparation information.) Patients should prepare for these appointments by completing/ updating a Medical History Form. Plan to arrive 15 minutes early for us to process your paperwork and to collect a urine sample.

Breast Thermography (Thermascan)

A Thermascan is a safe and promising tool for detecting the conditions that could fuel the growth and spread of breast cancer. In this way, it can help you pick up a potentially cancerous process long before a breast tumor actually develops and becomes a threat. Also known as breast thermography, digital infrared imaging, or infrared mammography, this leading-edge technology involves no direct contact, no pain, and no radiation exposure. Breast thermography provides a color-coded "fingerprint" of the breast. If the pattern appears to be normal, then future scans should show the same pattern. Any change in this pattern is a cause for concern and may be followed by specific measures to improve breast health and eliminate possible early indications of breast cancer.

Women on Hormone Replacement Therapy are encouraged to have annual Thermascans. Thermascans are also recommended for women as follows:

- Baseline at age 25, then every 5 years to age 40
- Every other year from ages 40 to 50
- Every one-to-two years ages 50 and up

Special preparation is required. See [ADDENDUM I](#) for more information.

Continuing Care/Follow-Up Appointments

Continuing care/follow-up appointments are generally 30-45 minutes in length, and are usually scheduled every three to six months (depending on your individual needs). If a case is very complex or if more data has to be reviewed, then more frequent or longer visits may be scheduled by either you or the medical care provider. You should prepare for these visits by bringing a Current Medications List (see [YOUR MEDICATIONS](#) section).

Additionally, we request that you plan to arrive at least 15 minutes before your appointment to update forms and give staff time to process your chart and obtain your vital signs. Doing so assists the medical staff in reviewing each body system, thus ensuring a more thorough examination, and provides us with information pertinent to lab interpretation.

Infrared Sauna

Far infrared is a section of the natural band of light that is not visible to the human eye, but can be felt as heat. Unlike the high heat produced in traditional saunas, far infrared heat is able to penetrate the body to a depth of 1.5 to 2 inches. This stimulates the body's cellular detoxification process more effectively and at a lower temperature than a traditional sauna. Session length is customized for you, with a maximum time of 30 minutes daily. Sauna is great for:

- Combating toxic overload
- Relieving stress, anxiety and depression
- Enhanced immune health
- Weight control
- Improved cardiovascular conditioning
- Pain relief
- Chronic fatigue
- Fibromyalgia
- Brain Fog
- Rheumatoid Arthritis

Injection Appointments

In most cases, no preparation is required for these appointments. Please call ahead if you have preparation questions.

IV Appointments

All successful IVs begin with good hydration. Make sure to drink plenty of water the night before and the day of your appointment, and avoid meals containing high amounts of salt or MSG. The time for these appointments generally varies from 15-180 minutes. We recommend you arrive at least 15 minutes before your appointment to avoid delays in getting you started on time. Additional, specific preparations are noted below.

- **Glutathione**
Glutathione is an antioxidant that participates directly in the neutralization of cell-damaging free radicals and reactive oxygen compounds, as well as in the maintenance of other antioxidants like vitamins C and E. It is used in protein synthesis, amino acid transport, enzyme activation, and in building and repairing DNA. In other words, every organ in the body is supported by glutathione, especially the brain and liver. This type of infusion is often recommended for patients who are sensitive to fragrances or other odors, for patients with liver problems, and for patients who feel toxic or chronically tired. Glutathione is the brain's favorite antioxidant, so it is excellent for the treatment of any neurological disease. This IV can usually be administered in about 15-30 minutes. No additional preparation is required.

- **Myer's Multivitamin Cocktail (AKA "Super-Immuno")**
Packed full of vitamins and minerals, this immune-boosting IV is ideal as a treatment for pre- and post-operative procedures/hospitalizations, fatigue, and a number of other diagnoses. It's also great for fighting off colds & flu. Make sure to be well-hydrated and avoid consuming salty foods to help facilitate an easy venipuncture. This IV can usually be administered in about 15-30 minutes. No additional preparation is required.
- **High Dose Vitamin C**
This IV infuses 25-100 grams of Vitamin C. Patients will be very thirsty during this IV, so we recommend that you bring a water bottle with them. Make sure to be well-hydrated and avoid consuming salty foods to help facilitate an easy venipuncture. You will also need to eat a high protein meal prior to the infusion and to bring a high protein snack to eat during the infusion. This IV can usually be administered in about 2-3 hours.

Lab Appointments

All successful lab draws begin with good hydration. Make sure to drink plenty of water the night before and the day of your appointment, and avoid meals containing high amounts of salt or MSG. Additional preparation varies depending on the type of labs you are having drawn. See the [LAB PREPARATION](#) section for more specific examples.

Lab Consultation Appointments

When lab work is ordered during a continuing care/follow-up appointment, results often return to our office within two weeks (or less). We will discuss those results at your next scheduled appointment. *Always continue any therapy regimen you are on unless we communicate that a change is necessary.* If lab results require additional explanation or a change in therapy, we may require a lab consultation appointment. These appointments are generally 30-45 minutes in length, and do not require any preparation on your part.

New Patient Appointments

New Patients are typically required to have 2 one hour consultations 4 weeks apart to begin and refine treatment recommendations and review labs. Depending on the complexity of the case, more time may be needed and will be assessed on an individual basis.

New Patients are allowed to be seen for procedure visits only without the 2 one hour initial visits. These procedure visits include BioTE hormone pellet therapy, nutritional IVs, B12 injections, Oxygen therapy, infrared sauna therapy, & counseling. The initial BioTE hormone pellet therapy visit will be 45 minutes in length for new patients. Initial IV visits will have 15-30 minutes added to the times listed above in order to perform an initial assessment.

Prescription Appointments

Often, pharmaceutical prescriptions are written during continuing care/follow-up appointments. Occasionally, a prescription may expire prior to your next scheduled appointment which may result

in a request from the medical care provider for you to schedule an appointment so that they can more properly manage your medication(s). These appointments may be abbreviated versions of a follow-up appointment, or they may serve as a standard continuing care/follow-up appointment. Furthermore, all patients receiving prescription medications from RHWC must have at least 2 appointments per year.

LAB PREPARATION

NOTE: This list is not exhaustive! If you are uncertain as to how to prepare, please call ahead.

- **CMP (Comprehensive Metabolic Panel):** Fast for 12 hours prior to your appointment. Consume only water, black coffee, or plain tea (no sweeteners or creamers)
- **DHEA†:** Skip your treatment that morning unless you have a late afternoon appointment. You need six to eight hours between the time you take your DHEA and the time we draw the lab.
- **Estrogen†:** Skip your treatment that morning unless you have a late afternoon appointment. You need at least eight hours between the time you take or apply your estrogen and the time we draw the lab. If you are using an estrogen patch, time your labs 2 days after applying the patch.
- **Homocysteine:** Fast for 12 hours prior to your appointment. Consume only water, black coffee, or plain tea (no sweeteners or creamers)
- **Insulin:** Fast for 12 hours prior to your appointment. Consume only water, black coffee, or plain tea (no sweeteners or creamers)
- **Lipid Panel:** Fast for 12 hours prior to your appointment. Consume only water, black coffee, or plain tea (no sweeteners or creamers)
- **Testosterone†:**
 - *If you are on a topical therapy:* do not apply your treatment that morning unless you have a late afternoon appointment. You need at least eight hours between the time you apply your testosterone and the time we draw the lab.
 - *If you are on injection therapy, either:*
 - ❖ Schedule your appointment for *the day before* your weekly injection, or
 - ❖ Skip your weekly injection *the morning of your appointment*, and administer your injection after the lab draw.
- **Thyroid†:** Skip your thyroid medication that morning unless you have a late afternoon appointment. You need at least eight hours between the time you take your medication and the time we draw the lab.
- **NMR LipoProfile:** Fast for 12 hours prior to your appointment. Consume only water, black coffee, or plain tea (no sweeteners or creamers).
- **Progesterone†:**
 - *If you are on a topical therapy:* you will need to collect a saliva sample.
 - *If you are on an oral therapy:* take your treatment earlier the night before and/or skip your treatment that morning unless you have a late afternoon appointment.
 - You need at least eight hours between the time you take or apply your progesterone and the time we draw the lab.
- **PSA:** No sexual activity *of any kind* for 48 hours prior to your appointment.

† **Pellets:** Many of our hormone therapies are delivered via Bioidentical hormone pellet therapy. Labs will be scheduled based on when the pellets are inserted on an individual basis.

SUPPLEMENTS

As a convenience for our patients, RHWC provides many of your recommended nutritional supplements for purchase even though it may be possible to purchase these supplements at local pharmacies, health food stores, grocery stores, and specialty supplement stores/websites. The supplements that we carry have been chosen based on quality and formulation and come from, to the best of our knowledge, reputable companies that for the most part distribute only to medical care providers. Many of them are pharmaceutical grade products, though we can make no guarantee as to the quality or effectiveness of these products.

The North Carolina Medical Board has a policy regarding the sale of goods from medical provider offices and RHWC desires to comply with this policy by informing you that you may purchase supplements at other places and by disclosing our financial interest in the sale of supplements. RHWC medical care providers and staff have a financial interest in the sale of nutritional supplements through an independent company, Restore Beyond Basics, LLC. Profit generated from these sales is used to cover the costs of providing this service and employees will also receive some of the profit.

Two local businesses that offer some of the same supplements as Restore Beyond Basics are the following:

- Medical Center Pharmacy
912 S. 16th St.
Wilmington, NC 28401
910.763.1896
- Wellness Therapies
803 S. College Rd.
Wilmington, NC 28403
910.452.4060

THREE FINAL NOTES

1) Restore Health & Wellness Center has a [blog](#), [Facebook page](#), [online schedule of events](#), and a weekly/bi-weekly email! We often send out office and treatment updates via these avenues. Please make sure that we have a current email and that you "[like us](#)" on Facebook so that you can stay up-to-date with what's happening in our office.

(insert the scan block for our facebook page and webpage)

2) This document could not possibly cover all details of our practice and only serves as a general guide. Because circumstances change, updates will no doubt be made - sometimes without advanced notice. Visit the website frequently at <http://www.restorehealthwellness.com> to stay informed.

3) We welcome your feedback and/or suggestions! If you find a typo or discrepancy in a document, if something is unclear, or if there's something that you'd like for us to add to a document or to our website, please contact Sue via phone (910.763.1960) or by an email to info@restorehealthwellness.com.

OUR COMMITMENT

Making lifestyle changes and breaking old habits can be challenging for even the most resolved individual. You're going to need a dedicated support network. Here at Restore Health & Wellness Center, you have it! Simply stated, our intention is to support patients wanting to make substantive lifestyle changes by *educating, empowering, and leading*.

More specifically, we commit to:

- **Listen first** – *How you feel* is as integral to your treatment plan as the result of any lab or physical examination.
- **Partner with you** – When the going gets tough, we get tougher!
- **Guide compassionately** – There is definitely a learning curve applied when living a functional, balanced life. We will be patient *and* direct with you.
- **Model good health** – We know the value of having positive role models. We commit to walking the walk. Feel free to speak with any of us about our individual journey to wellness.
- **Hold you accountable** – As partners with you, our staff will remind you of the treatment plan you have been prescribed and encourage you, as needed, to follow through with it.
- **Stay current** – Our staff stays informed of the latest breakthroughs in prevention and wellness medicine through conferences and workshops, professional forums, medical journals, etc.
- **Practice within the scope of our expertise** – There may be times when the complexities of certain conditions reach beyond our knowledge and experience. We commit to communicate that to you if necessary, and refer you to trusted specialists who may be better equipped to treat you.
- **Maintain aggressive/competitive pricing** appropriate for the high quality and standard of products and services we offer.
- Rather than focusing on what's wrong, **this branch of medicine focuses on what's right** ... and strives to help improve upon that, thereby helping the body return to its proper balance.

Sincerely,

The Staff of Restore Health & Wellness Center

ADDENDA

ADDENDUM I - Breast Thermography

- See the Preparation for [Thermascan document](#) for preparation instructions.

ADDENDUM II - What Do I Bring To My New Patient Appointment?

- An open mind
- Completed Patient Information Form if you did not turn it in at time of scheduling visit
- Completed Patient Medical History including a detailed listing of all medications, supplements and vitamins.
- Your signed Patient Commitment Form
- Picture ID
- Insurance/Medicare Card if you intend to use one for SOLSTAS labs
- Recent lab work within the past year
- Small recording device (*Highly Recommended, but Optional*)
- A buddy/support person (*Highly Recommended, but Optional*)

ADDENDUM III - Current Medications List

- Use the [Current Medications List](#) in advance of **ALL** of your appointment to inform us of your current medications and supplements regimen.

PATIENT COMMITMENT

No matter how much support you have, nothing is as important as your own resolve! If you're reading this document, then you're making the first step... there will be many more. We ask you to commit to the following:

- **Own and take responsibility for your health** – It is important for you to realize that the life you live is your own, and that you have always had the control to choose to live it healthfully! This may be a new concept for you, so we ask you to embrace this philosophy. We will gently remind you of this, particularly when you find yourself struggling with changes you may be asked to make.
- **Be patient** – Nutritionally based, wellness/prevention medicine is founded on principles of bringing your body back into balance and then keeping it there. Inasmuch as your body did not become imbalanced overnight, it may take some time before you feel optimum results. We ask that you bear this in mind, and be patient as you journey toward a more balanced, healthful lifestyle.
- **Keep an open mind** – Prevention/wellness medicine is a marriage of the best of both traditional and functional medicine. While our practitioners may implement some familiar, very traditional therapies for you, it is also quite likely that they may recommend some unfamiliar treatments or therapies. We ask that you remain open to these recommendations, as it is our belief that they are in your absolute best interest.
- **Be Compliant** – The quickest way to wellness is to closely follow an experienced practitioner who can guide you there. Your compliance with recommended protocols and therapies is the best way to maximize the wellness investment that you have decided to make today.
- **Keep appointments** – Our practitioners schedule your follow-up appointments in order to closely monitor your progress, properly manage your prescriptions, discuss your lab results, and answer any questions you may have about your treatment plan. If you find that you are unable to keep your appointment as scheduled, it is imperative that you notify us in a timely manner and reschedule your appointment (see [CANCELLATIONS/RESCHEDULE REQUESTS](#)). It may be necessary to reestablish you as a patient if more than 12 months lapse between appointments.
- **Maintain honest, open communication** – A successful partnership requires a transparent, free-flowing line of communication. We want you to feel secure enough to let us know when a treatment or therapy isn't working for you, or if you feel that a regimen we've asked you to adopt is too difficult for you.
- **Communicate feedback directly to our office** – While we strive for perfection, there are times when a patient just isn't satisfied with the service they've received. If you find yourself in that situation, we ask that you immediately contact our office manager so that we may resolve your issue. It is our goal to delight you with the highest standard of patient care.

In my resolve to partner with Restore Health & Wellness Center, I, _____
(printed name), hereby set my intention to take control of my own health & wellness. My signature below implies that I have fully reviewed the RHCW Patient Handbook and that I understand and agree to the aforementioned policies and commitments.

Signature

Date