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OFFICE POLICIES & PROCEDURES

NEW PATIENT APPOINTMENTS

____ Initial

- The first step in our Regenerative Medicine Program is our **Comprehensive Health Evaluation**. Please allow approximately 2-3 hours for your evaluation. At this visit we conduct a detailed consultation and evaluation of your overall health, medical concerns and assess disease risks.
- There are 3 parts to the **Comprehensive Health Evaluation**:
 - 1) Online orientation to our Regenerative Medicine model
 - 2) Visit with Provider and Regenerative Health Coach and
 - 3) Physical exam.
- Once scheduled, paperwork is e-mailed to you for your appointment. All paperwork must be completed at least 48 hours before your appointment date; otherwise it will cut into your allotted appointment time or we may need to reschedule your visit.

CANCELLATION POLICY

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- Because of the length of time we have reserved for you, please call the office at least 48 hours in advance to reschedule or cancel an appointment. This would enable another patient to be seen.
- A partial payment of \$100 is required at the time the appointment is made and is non-refundable if the appointment is missed or not rescheduled at least 48 hours prior to appointed time.

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PRIMARY CARE PROVIDERS

Since we are non-participating providers with all insurance companies, we require all our patients to maintain a relationship with a primary care physician.

FOLLOW UP APPOINTMENTS

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- You will receive the same treatment plan and care from each of our providers. At times that your provider is out of the office it may become necessary to see another provider. Be assured that you will receive the same care.
- For continuity of care, a follow up appointment must be scheduled after each visit. This ensures proper entry into the system so that if you need to reschedule, the staff will know exactly how long your appointment will be and its purpose.
- Follow up appointments are scheduled 3-4 weeks after the first appointment. This is the time to assess your progress and make any changes to the treatment plan if needed.
- Because of the complexity of some cases, frequent adjustments may be needed in the first 4-6 months which would require more frequent follow ups until you are on your path to wellness.

YEARLY EXAMINATION

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- Annual physical exams with prostate/rectal exam (males or the GYN exam (females) are required in our office if we are prescribing your prescriptions, even if you have had an exam done with your primary care physician. This is done for your safety and in compliance with standards set by the medical board. If you have had your pap smear and provide our office with the results, you will not have to have it repeated.

MISSED APPOINTMENTS

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- Please cancel or reschedule your appointment 48 hours prior to your scheduled time. As your appointment time is set aside specifically to focus on your individual needs, it impacts our office if cancellations occur in less than 48 hours.
- One missed appointment is understandable in emergency situations, but more than one missed appointment will assume a \$50.00 missed appointment fee for follow up appointments.
- With repeatedly missed appointments, it may be difficult for us to continue care.

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- If you arrive more than 10 minutes after your scheduled appointment time, it may be necessary to reschedule. However, the missed appointment fee will still apply.
- If we are able and you choose to keep your appointment, your visit time will be shortened accordingly.
- Please call us if you are running late.

TELEPHONE APPOINTMENTS

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- As a courtesy to those who are not able to come into the office, we offer phone appointments that are billed at the same rate as an office visit.
- You will receive a call after your phone appointment so that we may check you out which would include:
 - Reviewing your treatment plan
 - Verifying any supplements that need to be shipped.
 - Getting copies of your paperwork to you either via email, fax or USPS.
 - Collecting payment

COMMUNICATION AND PHONE POLICIES

____ Initial

- During office hours please call the office and leave a message if your call is not answered. Someone from the office will get back to you within 24 to 48 hours.
- Medical questions can be e-mailed to medical@sajune.com. This will allow our staff to pull your chart and have your questions addressed and get back with you via e-mail or by phone.
- We try our best to answer all your questions. Complex discussions will require a follow up appointment. If needed a phone appointment will be scheduled and will be billed at the same rate as an office visit.
- Appointments are confirmed via email, so it is important to have your email on file. If you need to cancel/reschedule your appointment, you must call the office. Do not reply to the email.

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PRESCRIPTION REFILLS

- Hormone therapy prescriptions will be written to provide you with enough refills until your next scheduled office visit. As per the medical standard, 90 days is the maximum for hormone prescriptions.
- If you are unable to come to your scheduled visit due to unforeseen circumstances, a one-month refill may be issued (if deemed medically appropriate) to allow you to reschedule the missed appointment. If this rescheduled visit is missed, we will be unable to issue any further refills until you are seen in the office.
- Please make sure you have all the prescriptions you need before you leave the office.
- Prescription medications such as medications for blood pressure and diabetes need to be monitored closely. An office visit is required at a minimum of every three months or as indicated by our physician to evaluate our care, order labs and approve additional refills.
- Failure to make and keep scheduled appointments will make it difficult to continue your care and will result in having refills denied.
- Absolutely, no prescriptions for antibiotics will be called into the pharmacy. You will have to be seen in the office by one of our clinicians.
- Please allow one business day for refills. Please ask your pharmacy to fax our office a refill request at (407) 478-9798. You may call the office at (407) 478-9797 or e-mail medical@sajune.com if your request cannot be handled by your pharmacy. These calls/emails are handled during business hours.
- PRESCRIPTION REFILLS REQUIRE
 - a yearly physical exam with our office within the past 12 months AND
 - labs every 6 months
 - quarterly visits between labs.

LAB PROCEDURES AND RESULTS

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- It is imperative that all lab work be completed within the time frame discussed by your provider. This ensures that the results are available during your next scheduled appointment and eliminates the need to reschedule.
- Because of the wide variety of testing and companies we use, the receipt of testing can vary from several days to several weeks. Once completed results are received, we will confirm your next appointment that should already have been scheduled at your last visit. Therefore, it is not necessary to call the office to ascertain the receipt of tests performed. We do not call you when they arrive unless the practitioners need to speak to you immediately.
- Allow two full weeks for results to arrive at our facility.
- In order to ensure the best understanding of your lab results and to answer all of your questions, a follow up appointment (in person or virtual) is required.
- Please wait until your appointment to request a copy of your labs to avoid any confusion about the results. Results cannot be provided until a practitioner has reviewed them and signed off.

BLOOD WORK

Please check the instructions in your lab order form before the blood draw. Blood should be drawn by 8:00 AM to obtain the correct levels or as otherwise directed by the physician.

NUTRITIONAL SUPPLEMENTS

- Nutritional supplements can be refilled by calling our office, picking up at our office, ordering on-line at www.mdprescriptives.com for MD products or sending an e-mail to orders@sajune.com.
- Please allow 3-5 business days for shipping.
- You will need to continue your current regimen until your next visit unless otherwise directed by your provider.
- We do not do returns on any supplements for credit or refunds.
- No refunds will be made in cash or back to your credit card. If a credit is necessary, it will be applied to your account to be used in the office towards other supplements or services.

AUTHORIZATIONS

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- Because we are a non-participating provider, authorizations for prescription medications and specialized testing cannot be obtained through our office.
- This is the most important reason for maintaining a primary care relationship with a physician in your insurance network.
- In the event your insurance will not cover the ordered service, you can have your primary care physician rewrite the order which may generate different results.

PATIENTS ON HORMONES

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- Hormone therapy needs to be monitored closely. Per our standard of care, a visit is required every 3 months. A physical exam is required annually.
- Lab work to monitor hormones and CBC levels is required every 6 months or sooner if medically necessary. Please check with your insurance to see if they will cover the cost of these tests since some insurance plans may only cover them once a year. If you have no insurance coverage for this test or if you have a high deductible, please let us know and we will be giving you a specific lab order to ANYLABTEST NOW for a discounted rate.

INSURANCE CLAIM MANAGEMENT

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- We are non-participating providers for all insurance companies including Medicare.
- We do not bill any insurance.
- Because we have opted out of the Medicare program, Medicare does not allow reimbursement for any services rendered by our office.
- At the time of your visit, we will give you a receipt and an encounter form with appropriate codes which enables you to submit your claim to your insurance company directly. Please be sure to make additional copies for your records. Most insurance companies have a claim form on their website which you can download to attach to your receipt and encounter in order to seek reimbursement.
- Your insurance coverage is a contact between you and your insurance company. For this reason we do not respond to requests or inquiries from insurance companies for office notes, lab results and letters of medical necessity or claim appeals. Since we are non-participating providers with

all insurance companies our involvement generally results in denials and is therefore not beneficial in obtaining approval.

MEDICAL RECORD RELEASE

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- A signed release is required before any information can be mailed/faxed to you or another physician or third party.
- The cost of handling copying of your medical records for yourself will be a minimum of \$1.00 for the first 20 pages and then \$.25 for every page after. Once the request is received and the amount obtained, our office will call you for payment prior to processing.
- Records are sent to your physician at no charge.
- Copies of your labs, progress notes and testing are given to you at your follow up visit.

PAYMENT POLICY

____ Initial

- Please be sure to check out with our financial coordinator after each visit.
- Payments are due in full at the time of service.
- Any and all open balances will be collected prior to your next appointment, otherwise we will not be able to continue your medical care.

ADDITIONAL PAPERWORK

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- Any additional paperwork that you may require completion of by our doctors or by a member or our staff, will be billed at \$25.00 for every 15 minutes spent on it.
- All paperwork should be turned in to the front desk and for review to determine if we are able to complete the information in our office. Once it is determined that we can do so you will receive a call and a minimum amount will be collected prior to starting the paperwork. Understand that if it takes longer than estimated that there may be an additional charge.
- If your paperwork is for disability due to surgery etc, we will not be able to complete it. It must be filled out by the doctor who has been following your condition.

I have read and understood the office policies.

Patient Signature: _____ Date: _____

Patient Name (Print) _____

Office Personnel Signature: _____

Office Personnel Name: _____