



THE M CENTER
FOR INTEGRATIVE WELLNESS

General Office Policies

Please review carefully.

- ❖ **We** require all legal guardians with medical decision-making capability to sign this document and thereby consent to minor's evaluation by our office. We also strongly encourage all responsible parties to be present for consultations.
- ❖ **Each procedure and/or treatment carries with it both risks and benefits.** There may be additional or alternative treatments available. You are encouraged to ask questions if you would like additional information. Although your plan will be thoroughly researched and will be customized to your child's unique health status and goals, no guarantees can be assured regarding the outcomes of treatment(s) or procedure(s).
- ❖ **Initial Consultation/Office Visits:** Office visits and teleconferences are billed at \$500.00 per hour for Drs. Maia and Monica. The first office visit package with Drs. Maia and Monica is \$750.00. The package includes up to 90 mins with the doctors and one bioresonance scan to provide more immediate insight into challenges your child is facing. Any such information derived from the scan should not be construed as a medical diagnosis or treatment of any disease or health condition.

The first follow up visit for lab review is typically a 90-minute long visit and billed at \$500.00 per hour. Subsequent follow-up visits are a minimum of 30 minutes. There is no refund for services provided. Visits will not be prorated if you do not use your allotted time as that time has been reserved for you. We encourage you to bring as many questions as you can use your appointments to fully utilize your time!

- ❖ **Personalized Genomic Nutritional Consults:** Genetic consults are 60 minutes with Dr Monica and are billed at \$375 hour. All consultations are for educational purposes only. Any such information should not be construed as a medical diagnosis or treatment of any disease or health condition.
- ❖ **Cancellation policy:** When you call and schedule an appointment, time is reserved especially for you and no one else. Since the appointments are much longer than standard office visits, cancellations are significant interruptions to the Practice. Thus, a minimum of **5 days' notice** is required for cancellations of new patient visits and 3 days' notice for existing patients. There is a **\$200 non-refundable** deposit for new patients. Additionally, there will be a **100% office visit charge** for "no-shows" or late cancellations. We also require that all new patients complete and return their new patient paperwork no later than 3 days prior to your appointment. If the new patient paperwork is not received, we will reschedule the appointment and cancellation fees will be applied.



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- ❖ **Supplements:** Payment is expected prior to shipment. No refunds will be provided.
- ❖ **Specialty Laboratory Testing:** Our clinic frequently uses specialty testing. These are usually an out-of-pocket expense. Occasionally, there is some insurance coverage. We will guide you through identifying the costs associated with your testing.
- ❖ **Telehealth education:** In order to establish a doctor/patient relationship with us and allow us prescriptive authority, you must see us in our office in person at least once per year. If you do not see us in our office in person at least once each year, there will not be a doctor/patient relationship between us and you. Instead, our communications with you will be for educational purposes only. We call these communications “Telehealth/education services”. These services we provide to you will consist of information and suggestions that are intended to assist you and your health care provider in using natural means to support your health. Telehealth/education services are not intended to serve as a medical diagnosis or treatment of any kind. Our fees for telehealth/education services are the same as the fees that we charge for our telephone consultations and office visits. Please note that medical insurance does not cover telehealth/education services. You will be responsible for paying for all telehealth/education services yourself. We do not refund any amounts paid for telehealth/education services.
- ❖ **Emergencies, after-hours care, disability requests:** Our doctors are not available on a 24-hour basis at all times. Therefore, you must have access to an urgent care facility or emergency department for any urgent problems. If your child has a serious health problem that requires immediate attention, you should call 911, or take them to the nearest hospital emergency room. If you notice an adverse effect from one of the components of your health plan, you should discontinue it immediately and email your practitioner or call the Practice.
- ❖ **Billing:** We accept cash, checks, credit cards, FSA and HSA cards. We do not accept insurance, nor do we bill insurance or prepare HCFA forms for you. However, we will furnish you with an itemized bill for self-submission if you are seen in office.

There is a standard \$50.00 service fee charged for provider time spent on completing simple letters and forms related to work/school/travel. Additional fees may be charged for more complex or time-intensive administrative work and physician chart review

I agree to all terms and conditions of these General Office Policies.

Parent/Guardian signature (patients under age 18) Date:



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*I agree to allow The M Center for Pediatric Wellness, LLLP, to use or to describe my **anonymous** medical history and laboratory data for educational purposes in lectures, blogs, case reports, and other publications that are communicated to other professionals, but may include members of the public. This medical history and laboratory data might include photographs and/or other images of parts of my body other than my face (nutrition/physical exam findings only). The M Center for Pediatric Wellness, LLLP, will never publish any information that uses my name or that identifies me as the source of any of the information, data, or images that it publishes. If you do not wish to participate, initial here: _*



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