



Office Policies

Today's Date: _____

Cancellation Policy

Visits are by appointment only. We book out in advance and keep a waitlist for those who would like to be seen sooner. In order to provide the best care and be most accessible to patients in need, please cancel or reschedule as soon as you find you are unable to keep your appointment. We understand that life can be unpredictable and also appreciate your consideration.

- **New Patients:** I understand that if I cancel with less than **7 days' notice**, AIIM reserves the right to retain the \$200 deposit as a cancellation fee.
- **Established Patients:**
 - I understand that if I cancel with less than **48 hours' notice** that I will be charged a \$100 cancellation fee.
 - I understand that if I "no-show" for my appointment, I will be billed a \$100 "no show" fee and will have to pay this fee at the time that I reschedule.

Initial: _____

Billing:

- **Initial appointments** range from \$300 to \$550, lasting one to two hours in length and require a non-refundable deposit of \$200 (to be used towards the total cost of the visit and any product purchases.)
- **Follow-up appointments** range from \$100 to \$250 and are based on time and complexity.
- **Payment is due at the time of service.** Any account not paid under agreement will be considered in default and will be referred for proper collection. All expenses incurred from such action shall be the responsibility of the patient/responsible party including, but not limited to, collection charges, legal fees, etc.
- There is a \$35.00 fee for checks not honored by your bank.
- Providers write and prescribe medications for the duration of time between necessary follow up visits. There is a \$35 chart review fee for prescription requests between appointments.
- **Forrest Smith, MD and Karen Miller, MD , Winston Cardwell, ND, LAc are considered private consultants in matters of Workman's Compensation, Disability Claims or Motor Vehicle Claims and therefore do not participate in any form of billing, paperwork or litigation for any third party claims.**
- Please note that rates for any practitioners (including those not listed above) may vary and are subject to change.

Initial: _____

Administrative:

At times, you may request our providers to complete paperwork or write a letter on your behalf. Fees are based on time and complexity and range from \$35 per form up to \$350 for extensive letters/forms.

Crabapple Internal and Integrative Medicine is a specialty practice, providing consultations for integrative health and wellness care. While we do treat many conditions that primary care providers treat, we do not act in that capacity from a legal perspective. Since we are not in any insurance network, we encourage all patients to maintain a relationship with a primary care physician, family practitioner, and/or internist.

Initial: _____

Phone Consultation Policy:

Phone consultations are typically offered for our out of state patients and are offered at the discretion of the physician. Phone consults require our full attention and are scheduled like an in-office visit. They are not insurance billable. Fees for phone consults range from \$70 to \$200 and are based on time and complexity.

Initial: _____

Insurance:

We do not participate in any insurance plans/carriers. We are not in ANY insurance network, regardless of what you may have been told. As a courtesy, we provide a coded receipt to help you submit your bill to the insurance company for reimbursement, should you choose to do so. **Our office is not staffed to negotiate nor justify recommended treatments with insurance companies. We can only commit to providing a coded receipt/super bill. Please ask for your receipts at each visit.**

Initial: _____

IV Therapies:

All IV therapies are ordered and created for each patient specifically. It is required that you give 24 hours' notice for IV cancellations in order to prevent formulating and waste. Any IV bag that is mixed and cancelled within 24 hours of the appointment will be charged to the patient.

Initial: _____

Lab Results Policy:

For your safety, lab results are ONLY released after they have been reviewed by the ordering physician. We prefer to discuss results during a follow-up appointment, which allows time to discuss the results fully and ask any questions that may arise from your results or recommended treatment. A follow up appointment may be required to review your labs, depending on the complexity of the results or treatment plan.

Initial: _____

Scent Free Policy

Many of our patients have the medical diagnosis of Multiple Chemical Sensitivity (MCS) and are EXTREMELY sensitive to chemical smells of any kind, including fragrances and tobacco smoke. **Exposures to these smells can result in serious consequences for them such as seizures, asthma, nausea, vomiting, severe headaches, vertigo and many others.**

In fairness to all of our patients, IT IS OF UTMOST IMPORTANCE that you do not wear perfume, cologne, aftershave, hair spray, scented hand cream or lotion, or any other scented personal care products to our office. Please do not wear clothing that may have lingering odors of cologne, perfume, fabric softener, detergent or tobacco.

Our scent-free policy also applies to anyone who may be accompanying you to our clinic. **You may be asked to reschedule your appointment if you come to the office with a scent.**

Initial: _____