



## FORM-8 Patient Handbook - A Helpful Guide

### E-Mail & Phone Communication

**Power2Patient E-Mail Messages:** "power2Patient" is our electronic medical record and provides a "secured" e-mail option that is HIPAA compliant. All transmissions are encrypted to protect your personal medical information. This provides you the most time efficient means of communication to ask clinical questions, change appointments, make administrative inquiries and more. To gain entry through this patient portal simple go to [www.power2patient.com](http://www.power2patient.com) and enter your email address and password. The password was sent to you in an email from Power2Patient.

**General E-Mail:** If you are not a patient or have difficulty setting up your Power2Patient account then use our email for assistance. Our **e-mail line** [[help@huberpm.com](mailto:help@huberpm.com)] is offered as a secondary default for all general needs or inquiries. When sending an email please use the "subject" box to identify basic needs. If your issue is an urgent medical need then please type in "URGENT medical" so that it can be addressed quickly. For all other communications please enter a direction such as "supplement order", "appointment change" or other heading so that it can be directed appropriately.

**Phone Calls:** Our phone number is (513) 924-5300. Call us with any needs you may have.

We work very hard to answer the phone with a live person but missed calls will get a return response within 24 hours. If you have an **Urgent situation** then please make that known at the beginning of your message. If it is a true medical **Emergency** then please call 911 for immediate assistance. If you desire a "phone appointment" with your practitioner then this can also be arranged.

### EMERGENCIES

We will always make every attempt to be there to support your ongoing medical and health needs but our office functions as a consultant rather than as a primary care office. We are not equipped to provide 24-hour service and are not available on weekends or holidays. We do not provide emergency services. If you are experiencing a medical emergency, please contact your primary care physician or your local emergency medical service or call 911.

### APPOINTMENTS

We will make every effort to be available to you in a manner that fits your schedule. This is personalized care and we are committed to serving your needs. If we are unable to keep a

previously set appointment then we will notify you well in advance and make alternative arrangements. Given our commitment to our patients we try to make the best use of each day.

Appointments that are missed without providing notice means that someone who needed care was unable to receive it. If you are unable to make your appointment then we respectfully request **48 hours notice** so that we can open up that time space for someone else. Appointments that are **missed with inadequate notice will be billed at \$75 at the discretion of the practitioner**. Our office policy is to keep your credit card on file in a secured location and will not be used without your notification.

## PAYMENT FOR SERVICES

We are a self-pay facility and do not participate with any insurance plans. Our services may be covered by your insurance as “out of network” care and we suggest you check with your insurance company for details. Payment is due at time of services. We can provide a classic “superbill” with appropriate billing codes for your insurance, but you are responsible for submitting insurance papers for reimbursement. If your flexible spending account or health savings account requires you to present a letter of medical necessity for reimbursement, we can prepare such a statement for you.

## MEDICATION REFILLS

Medication refills are typically addressed during your office appointments so make your practitioner is aware of medication need at that time. If refills are needed in between appointments then please have your pharmacy notify the office. Requests will be completed within 72 hours (often sooner). You must be an active patient, seen in the past 12 months for an appointment, in order to receive on going refills. Patients receiving hormone therapy need to be seen every 6 months in order to receive refills.

## LABS

**Lab Studies** – see the website menu bar “**Patients**” >> “**Labs**” for lots of helpful information

**Where to get your lab done:** We strongly recommend that you complete lab requests thru LabCorp as we have direct access to these results online. If you are asked to complete a ZRT Lab, or Doctors Data Heavy Metal test, we will provide these test kits and take responsibility for collecting the results before your appointment. Any other lab service that you choose outside of the ones just mentioned will require the lab to send us your results and we have no control over this matter. It can be frustrating to arrive for an appointment only to find that they did not forward us your results. This can be a waste of your valuable time. So if you employ a lab other than LabCorp, or ZRT Lab then **you accept responsibility** for getting your own results and **bringing them with you** to the appointment. **DO NOT TRUST that other labs will forward us your results.**

**Timing of labs:** It will often take 2-3 weeks to get complete lab results so allow for this time window when scheduling you lab and office appointments to best facilitate a great

experience. Some LabCorp results along with ZRT and Heavy Metal tests often take 3 weeks to get results.

**Lab Pricing:** We have arranged discounted lab options through LabCorp for your benefit and convenience. Please see the website [[www.huberpm.com](http://www.huberpm.com)] and go to "Patients" >>> "Labs" >>> "**Lab Payment Options – Don't Overpay For Labs**". We have taken great measures to keep your health care costs affordable in order to help pave the way to your ideal health.

**Lab Review:** We review all of your lab results in detail with you **at the time of your appointment**. We find that this provides you a better understanding of the status of your health and facilitates progress. A complete review of all lab results via e-mail is not practical nor safe. If you need a complete review prior to your appointment you can set up a paid phone consult billed at standard office rates. Interpreting your labs requires your input on how you feel. It's an involved conversation, not a quick glance.

## LETTERS OF MEDICAL NECESSITY

We are happy to help you with any necessary paperwork such as work excuses, school notes or letters of medical necessity of any kind. We provide this as a service to you at no charge and are happy to help with simple requests to make your life easier. Some companies or public entities have developed very involved questionnaires and processes that are abusive to both patients and doctors. If the forms you request us to fill out require an excessive amount of time or chart review then you may be billed at the discretion of your practitioner. We do not process disability paperwork or claims.

## DUPLICATION OF MEDICAL RECORDS

If your insurance company requests a copy of medical records they will be forwarded a prepayment invoice before records are sent. Other requests to duplicate medical records will incur a fee determined by number of pages and will be commensurate with the complexity of the issue. You have access to your own medical records and labs thru the electronic medical record "Power2Patient" patient portal and may utilize this information any way you desire at no charge. You can forward your entire medical record right from the portal.

## RETURNS/EXCHANGES OF BOTANICALS, NUTRACEUTICALS, VITAMINS, ETC:

If you experience difficulty with any recommended or prescribed supplement then simply discuss this with your practitioner and we will make a correction to ensure your success. We accept return of any unopened products that are not near their expiration date.

## RETURNED CHECKS

We require a credit card number on file for all checks written. Checks returned for insufficient funds will result in a \$60 fee plus the amount of the original check charged to your credit card.

## PHARMACY STUDENTS

Your scheduled appointment is YOUR time and we want you to feel at ease as you move your health forward. Dr. Gary Huber is an Adjunct Clinical Professor at the University of Cincinnati College of Pharmacy and acts as a preceptor for 5th year pharmacy students for an educational rotation through this clinic. You will be asked if these students have your permission to sit in on your appointment and observe. The students are well-educated and often very helpful in answer drug related questions. If their presence makes you uncomfortable, then you may request they not be present – this is not a problem as they have many other duties that they can attend to. It is important that you feel comfortable and relaxed for your office visit.

By signing this form you are stating that you have been shown the office policies and agree to the terms set forth. As always, we are here to help and will work with you at any juncture to ensure a happy and healthy journey.

Patient signature \_\_\_\_\_ Date: \_\_\_\_\_