

PATIENT PLEDGE

Your health and healing depend on our commitment to doing the best we can and your commitment to:

- ***Primary Care Physician***

You will need a PCP (Primary Care Physician) while working with Dr. Stewart as she does not handle medical or mental health emergencies.

- ***The Functional Medicine Approach***

We strongly recommend that you fully commit medical approach in order to succeed. Working with multiple centers or physicians, other than your primary care physician, may create contradiction, confusion and frustration – ultimately delaying your progress.

- ***A Partnership and a Process***

Some chronic illnesses can take weeks, months or even longer to improve. If you don't see immediate results, don't give up. At Whole Health Integrative Medicine, healing is based on a partnership and a process. It takes time, patience and persistence to find and treat the root causes of your illness. You will have to work hard, and so will we.

- ***Prescribed Changes***

Your commitment to comply with prescribed dietary changes, supplements, and medications, as well as other treatment recommendations, is the key to healing. If you don't follow the plan with reasonable consistency, your progress will likely be stalled.

PRACTICE POLICIES & INFORMED CONSENT FOR PATIENTS

LAB TESTS

Labs are ordered through Quest Diagnostics. There are a number of Quest Diagnostic Lab locations in the area. PLEASE ARRIVE FASTING. Most conventional labs are covered by insurance. However, occasionally there are exceptions. If you are concerned about cost or coverage of a lab, please call your insurance carrier prior to going to the lab to better understand what your coverage is.

Some labs that involve stool, urine or saliva samples are done by you in your home. If Dr. Stewart recommends a specialty lab test through another lab service, such as Genova Diagnostics, billing options will be discussed with you before providing you with your specialty test kit. All lab kits come with step-by-step instructions for at home testing and/or sample collection. Once all of the final lab results are received, we will go over them at your follow-up visits.

MEDICAL RECORDS FROM OTHER DOCTORS/CLINICS/HOSPITALS

Medical records can only be released with your authorization. **It is your responsibility to obtain previous medical records from other physicians, or health care providers that you wish Dr. Stewart to review.** Please contact your physician or other health care provider to obtain these records and make sure that we have received them at least 5 days prior to your initial appointment.

INSURANCE INFORMATION

Medical insurance is not accepted by Dr. Stewart and our office cannot assist you with claim

resolution. In addition, Dr. Stewart is not a Medicare provider. Upon request, you can be provided with a billing summary, referred to as a “superbill”, that you can submit to your insurance carrier to request partial/full reimbursement. Dr. Stewart does not submit medical notes to insurance companies.

SELLING AND RECOMMENDING NUTRITIONAL AND HERBAL SUPPLEMENTS

According to the Federal Food, Drug, and Cosmetic Act, as amended, Section 201(g)(1), the term *drug* is

defined as an “article intended for use in the diagnosis, cure, mitigation, treatment, or prevention of disease.” Technically, vitamins, minerals, trace elements, amino acids, herbs, or homeopathic remedies

are not classified as drugs. However, these substances can have significant effects on physiology and

must be used rationally. In this office, we provide nutritional counseling and make individualized recommendations regarding use of these substances in order to upgrade the quality of foods in a patient’s diet and to supply nutrition to support the physiological and biomechanical processes of the

human body. Although these products may also be suggested with a specific therapeutic purpose in mind, their use is chiefly designed to support given aspects of metabolic function. Use of nutritional supplements may be safely recommended for patients already using pharmaceutical medications (drugs), but some potentially harmful interactions may occur. For this reason, it is important to keep all

of your healthcare providers fully informed about all medications and nutritional supplements, herbs, or

hormones you may be taking.

You are under no obligation to purchase nutritional supplements at our clinic.

As a service to you, we make nutritional supplements available in office and through the online dispensary. We purchase these products only from manufacturers who have gained our confidence through considerable research and experience. We determine quality by considering: (1) the quality of science behind the product; (2) the quality of the ingredients themselves; (3) the quality of the manufacturing process; and (4) the synergism among product components. The brands of supplements that we carry in our facility are those that meet our high standards and tend to produce predictable results.

While these supplements may come at a higher financial cost than those found on the shelves of pharmacies or health food stores, the value must also include assurance of their purity, quality, bioavailability (ability to be properly absorbed and utilized by the body), and effectiveness. The chief reason we make these products available is to ensure quality. You are not guaranteed the same level of

quality when you purchase your supplements from the general marketplace. We are not suggesting that

such products have no value; however, given the lack of stringent testing requirements for dietary supplements, product quality varies widely.

Financial Policy & Cancellation Policy

BACKGROUND:

Dr. Stewart is passionate about what she does and is committed to providing as many people as possible with the highest quality integrative healthcare possible. As such, she does not accept insurance.

When clinics bill health insurance companies directly, the doctors are required to become participating providers. The doctors must sign a contract that allows the insurance company to determine which services they will and will not provide and how much they can charge for those services. In general, insurance companies are not focused on any preventive or wellness services. They are heavily invested in the conventional model of health care that too often relies on drugs and surgery. We are committed to the functional medicine model that addresses the underlying causes of your symptoms with specific nutritional and lifestyle recommendations.

Upon request, Dr. Stewart can provide you with something called a "superbill" which you can then submit to your insurance company in an attempt to request they reimburse you for a portion of the amount you paid for the visit. If you choose to do this please know that it is your responsibility to submit the superbill to your insurance company and that these requests are only occasionally approved by insurance.

FINANCIAL POLICY:

In order to reserve your appointment with Dr. Stewart, 50% of the non-refundable visit fee will be charged to the credit card you provide when scheduling. The remainder will be charged at the time of the visit. If you would like to pay via an alternative form of payment (ie. cash, check, etc.), please contact the office by email or phone so that we can assist you in scheduling this way.

By providing your credit card information during the scheduling process, you are authorizing the initial non-refundable 50% payment to be charged to your credit card and agreeing to the terms outlined in the cancellation policy.

Packages are non-refundable and expire after one year.

CANCELLATION POLICY

24 hours notice is required when canceling or rescheduling an appointment. This does not include weekends. Please call to reschedule or cancel Monday appointments by midday Friday. Canceling a Monday appointment on the weekend leaves us no opportunity to fill that slot and is subject to the cancellation fee or no-show fee as outlined below. You may contact the office by phone or by email (info@whimclinic.com).

The charge for appointments canceled less than 24 hours in advance will be for 50% of the cost of the appointment scheduled.

"No-Shows", i.e. not showing up for an appointment and not canceling in advance, will be charged 100% of the missed appointment.

Recurrent missed appointments make it impossible to maintain a therapeutic relationship and will result in discharge from the practice.

TELEMEDICINE/TELEPHONE APPOINTMENTS

In order to take advantage of telemedicine and/or telephone appointments, you must be a Maryland resident, where Dr. Skye Stewart is licensed. If you are not a Maryland resident, you can still be seen for in-person appointments.

BY SIGNING BELOW AND SCHEDULING YOUR APPOINTMENT YOU ARE ACKNOWLEDGING THAT YOU ARE IN AGREEMENT WITH ALL OF THE STATEMENTS ABOVE.

Patient Signature

Date