

Policy and financial procedures for Dr. Beatriz Olson's practice in 2016:

- Dr. Olson, as an integrative medicine physician, believes that personal issues, the environment, lifestyle, and stressors, and understanding what's going on with each patient and their chemistry is an important part of taking care of the individual and addressing all concerns. Dr. Olson believes that the patient-physician encounter and that the physical examination are important to the discovery of causes of lack of wellness and for the right decisions be made in order for healing to occur.
- Dr. Olson has a clinical practice for non-emergency elective integrative care of endocrine problems, women's wellness, and lifestyle and healthy ageing counseling. The office provides consultations and/or second opinions on endocrine problems. Patients may be referred by their physicians or may be self referred. The entire consultation and encounter is with Dr. Olson.
- All patients are expected to continue with their primary care physicians while receiving consultative guidance from Dr. Olson.
- Dr. Olson provides phone consultations, with adequate documentation and laboratory results. However Dr. Olson cannot prescribe medications to patients that have not ever been physically examined by her.
- A copy of Dr. Olson's assessment and recommendation, after the visit and or telephone consultation, will be given/faxed to patient and/or to their primary care doctor so that appropriate follow up occurs on these recommendations with your primary care provider. This is particularly important for phone consultations obtained without physical exam and for non-endocrine health issues identified after consultations. It is important that your primary care doctor be fully aware of new findings.
- The patient is expected to take responsibility for carrying through with recommendations and plans that are mutually derived during the consultation. The practice is not responsible for patients that fail to follow through with recommendations or that fail to return for scheduled follow-up care. Depending on the nature of a problem, Dr. Olson or an office representative will call the patient after an office visit if there are abnormal lab results. Appropriate follow up recommendations will be provided. Because of the time needed to provide personalized guidance, Doctor Olson prefers to discuss laboratory results and their implications for each individual through follow up consultations.
- Prescription refills and lab results are given only Monday through Thursday. The office is closed Friday-Sunday.
- Dr. Olson believes in using FDA approved or compounded bio-identical hormones whenever possible.

What the practice does not do:

- Dr. Olson does not provide primary care or emergency or week-end care.
- Dr. Olson does not do disability, accident-related or workman's compensation-related care, or prescribe narcotics.
- Dr. Olson does not provide hormone prescription unless there is a documented hormone deficiency on blood or saliva testing.
- Dr. Olson does not provide performance enhancing androgenic steroids.

Fees for office visits/telephone consults in 2016 will be as follows for 5 types of consultations:

1. New patient visit consultation are **90 minutes**, fee \$525.00; **120 minutes** \$700.00
2. New patient phone consultations are **60 minutes**, \$350.00
3. Returning patient visits/phone every 3-6 months for **30 minutes**, fee \$175.00; **45 minutes**, \$260.00
4. Returning once yearly visits/phone (within 2 years), **45 minutes**, fee \$260.00.
5. Returning after 3 years, **60 minute** visit/phone, fee \$350.00

Additional policies:

- If it is necessary for you to have an ultrasound of your neck or thyroid, this imaging will be included as part of the office visit fee.
- We do not participate with any commercial insurance, Medicare, Medicaid, or Husky plans. Payment is expected at the time of the office visit by cash or credit card. Checks are no longer accepted.
- As a service to you, we will submit our invoice to your insurance company. Depending on your plan, this may contribute toward your annual deductible, or you may be reimbursed to whatever extent you are entitled to for out of network providers. Medicare plans will not pay any portion of your visit.
- We ask for your kindness: Please make appointments only if you are 100% certain that you will be coming. We ask that you cancel appointments 48 hours in advance, if you need to cancel. A credit card charge with $\frac{1}{2}$ the fee of the visit will be placed when you make a new patient appointment to hold your space for the appointment. Failure to show up, or not canceling the appointment within 48 hours prior to the visit, will result in your forfeit of the charge of $\frac{1}{2}$ the expected office visit fee for the time scheduled.
- There will be no refunds of fees for services rendered. Patient care will not be provided over the phone outside of office hours.
- The practice is closed for part of the months of August and December, and during weeks of meetings for professional education.

I have read and accept the basic policies of Dr. Olson's practice and agree to receive care from this practice.

Signature

Date