

Policy and Financial Procedures for Dr. Olson's Medical Services in 2023:

- Dr. Olson has a clinical practice for non-emergency elective integrative care of adult women (age >18 or menstruant) with endocrine problems, women's wellness issues, and/or desiring lifestyle and healthy aging assessments and counsel.
- The office provides consultations and/or second opinions on endocrine problems using state-of the art conventional knowledge combined with a whole person mind-body medicine approach. Patients may be referred by their physicians or may be self referred. The entire initial consultation and follow up encounters are with Dr. Olson. A follow up visit is expected for those not seeking a one-time opinion. If it is necessary for you to have an ultrasound of your neck or thyroid, this initial imaging will be included as part of the office visit fee. All patients on initial visit receive an in office Body Scan that assesses body composition and fat mass.
- All patients are expected to continue with their primary care physicians while receiving consultative guidance from Dr. Olson.
- Dr. Olson provides virtual medical consultations to new and return patients since Covid-Sars-2 pandemic. She has found these interactions as powerful and transformative as her in-person visit. For medical issues adequate documentation and laboratory results are always part of the medical encounter.
- A copy of Dr. Olson's assessment and recommendation, after in-person or virtual consultation, will be available to patient and/or to their primary care doctor so that appropriate follow up occurs on these recommendations.
- 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 individuals that fail to follow through with recommendations, or that fail to return for follow up care if this had been mutually decided in advance between Dr. Olson and the patient.
- Dr. Olson or an office representative will call patients after an office visit with information about key abnormal lab or diagnostic testing that requires attention prior to the follow up office visit.
- Dr. Olson works closely with board-certified endocrinologist and endocrine surgeon colleagues at Yale University, U Conn Medical Center, Bridgeport, Waterbury Hospitals, Greenwich Hospital and Memorial Sloan Kettering. If surgery or more complex expertise is needed, Doctor Olson will refer patients to reputable physician teams and Cancer Centers.
- Dr. Olson, as an integrative medicine physician, believes that personal issues, the environment, lifestyle, and stressors, and understanding what's going on with 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 often a physical exam assessment are important to the discovery of causes of illness or lack of well-being.
- Prescription refills and lab results are given only Monday through Thursday. The office is closed Friday-Sunday so all office staff has work-life balance.
- Dr. Olson believes in using FDA approved or compounded bio-identical hormones when ever possible.

What the practice does not do.

- Dr. Olson does not provide primary care or emergency or week-end care.
- Dr. Olson is a solo-practitioner, so she does not provide care for patients with type 1 diabetes and gender affirming therapy, which require a team of experts approach for a successful outcome.
- 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.
- Dr. Olson does not provide performance enhancing androgenic steroids.

Fees for Medical in-office visits or virtual consults in 2023 will be as follows for 5 types of consultations:

1. New patient visit consultation are 90 minutes, fee \$750.00*0 or 120 minutes, 1000.00*
 2. New patient phone consultations are 60 minutes, \$500.00
 3. Returning patient visits/phone every 3-6 for 30 minutes, fee \$250.00, 45 minutes, \$375.00
 4. Returning once yearly visits (within 2-3 years), 45 minutes, fee \$250.00.
 5. Returning after 3 years, 60 minute visit/phone, fee \$500.00
 6. Returning after 4 years, this is become a new patient consultation
- We do not participate with any commercial insurance, Medicare or Husky plan. A difficult decision that Dr. Olson had to make a while back in order to give you the time that you deserve to thoughtfully and fully address your medical concerns in her consultation. You can use your insurance for labs and diagnostic tests she orders, or we can work with physician to let her/him/they order these tests for you.
 - 50% of payment is expected when new appointments are made.
 - Payment is otherwise expected at the time of the office visit by cash or credit card. Checks are no longer be accepted.
 - After your visit, we are happy to give you the superbill with ICD-10 codes for the visit which you may submit to your insurance for possible reimbursement, depending on your insurance.
 - We ask your kindness in make an appointments only if you are 100% certain that you will be coming. We ask you cancel the appointment 48 hours in advance, if you need to cancel. Failure to show up or not cancel the appointment within 48 hours prior to the visit, will result in the full charge of the expected office visit fee for the time that it scheduled.
 - There will be no refunds of fees for rendered services at any time. As usual, except for unusual circumstances, or prior agreement, no patient care will 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 agree with the basic policies of Dr. Olson's practice and agree to receive care from this practice.

Signature

Date