

**Phoenix WellCare**  
**The offices of Eleanor D. Hynote, MD and Associates**  
**Policy and Disclosure Statement**

Welcome to Phoenix WellCare (PWC)! Specializing in 21st. Century health care, our mission is to combine conventional and integrative medicine from Western and Eastern approaches in partnership with patients to promote health, quality of life and longevity. This Hybrid model incorporates research in bioengineering, and advanced diagnostics, in order to find the underlying cause of disease by applying nutritional therapies for prevention and to treat illness.

Research studies support the premise that health and wellness are dependent on a strong immune system, proper nutrition, and adequate exercise.

Eleanor Hynote M.D., a board certified internist has served as the founder and medical director of Phoenix WellCare (PWC) since 1998. Dr. Hynote has assembled a uniquely trained team of practitioners which Board Certified Doctors of Internal, Osteopathic, Naturopathic and Anti-Aging Medicine, Adult Nurse Practitioner, IV Nurse, Clinical Nutritionist, Supplement and Skin Care Specialists, along with our great team of medical and office staff. Our website gives our practitioners biographical information as well as a complete list of services we provide.

### **Alternative Specialty Care**

Phoenix WellCare specializes in alternative care for the prevention and treatment of disease. The treatments offered may differ substantially from the “standard of care” in the mainstream medical community. In situations in which treatments are recommended, they may be different than the “standard of care”. You will be provided with information to help you make the most educated decision about your health including any recommendations related to supplements, herbs, and botanicals.

As Phoenix WellCare provides specialty care services, we do not provide primary care services. This means that you must have a primary care physician who is available for on-call and emergency care. We are available for telephone consultations by appointment and fee during our Monday thru Friday 9:30 to 5:00 business hours.

If you require urgent care please notify your primary care physician, go to an urgent care center or dial 911 for life threatening emergencies.

### **Nutraceutical Supplementation**

Health and wellness are improved by proper nutrition. Scientific evidence indicates nutritional supplementation's value in meeting dietary requirements in addition to the foods we eat; as balanced nutrition is a key ingredient to health and longevity. Many of our foods are processed; laced with additives, contaminated by heavy metals, pesticides and antibiotics. The unregulated supplementation industry has minimal product standardization.

Practitioners of PWC may recommend nutrition and skin care products, of which many can be purchased at our offices or thru our WebStore; representing over thirty companies. These products have been carefully researched and selected for manufacturing purity, quality, digestibility and price. This is so we can be assured our therapeutic protocols are being met and are effective. Many of the products recommended are pharmaceutical grade, rather than dietary grade. In the past, patients have had difficulty locating many of the products we recommend, or are confused by the variety and sheer volume of brands available in health food stores and other venues.

There are certain supplements which require you to consult a licensed practitioner by telephone or by visit; as some supplements require specific dosing by a licensed practitioner. There are times that the practitioner may determine it is medically necessary to see you in person or speak to you over the telephone before recommending a supplement. Supplements may be ordered through our WebStore at <http://phoenixwellcare.com/storeinfo>

If you chose to purchase nutrition and skin care supplements here, you should be aware that PWC may profit from the sale of these products. We are happy to supply names of other resources should you desire to purchase our recommendations elsewhere. During an office visit, we are available to review label contents for brands you use or prefer, and offer feedback as to their suitability for your specific health issues.

### **Insurance and Payment**

Our practice is "out of network" for all insurance carriers, with the exception of Medicare. For all other insurances, payment is due at the time of your visit. We will provide a "Superbill" receipt with CPT code that you may submit to your commercial insurance company directly for reimbursement according to your policy by request. Our experience is that patients may recover between 50% to 80% of the cost of our services with many insurances.

Or as a courtesy, you can elect for PWC to bill your insurance for possible reimbursement by our medical billing service. Insurance reimbursement payments are assigned directly to you, and whatever your health insurance pays, will be mailed directly to you from **your** insurance carrier. We will bill your insurance up to two times, if they require more information or question the claim in any way. PWC has no responsibility for uncovered or denied claims.

Fees for visits depend on time and complexity. There may be additional fees for procedures performed, medications dispensed, and certain laboratory tests billed through the office or recommended by the office. Special case research, phone consultations, and record reviews are charged at our standard hourly rate.

If you are submitting to your insurance company, be aware that all services do not qualify for reimbursement and are not billable. For example, IV Therapies are not billable services (You will be provided with a separate explanation and consent form in our office). Advanced diagnostic laboratory testing and other procedures provided by outside healthcare providers and facilities are your financial responsibility and are not the responsibility of PWC. If you have a medical savings plan, flexible spending plan, or health savings account, you may qualify for pre taxed services with a prescription from one of our practitioners or a receipt from our office.

### **New Patient, Follow-up Appointments and Cancellations**

PWC new patient visits are about an hour and follow-up appointments about half an hour, so you we can give you our undivided attention to thoroughly understand and assess your individual health status. We require 48 hours notification for new patient cancellations, and 24 hours for follow-up consultations. We will take a credit card number at the time you schedule a new appointment and charge your account if we do not receive the required notice. You will be charged 50% for the cost of a new patient visit and a fee of \$100.00 will be charged for late cancellations or missed appointments as your reserved appointment time may go unfilled. If you cancel your appointment with less than a 48 hour notification for new patients and 24 hour cancellation for follow-up appointments, it is difficult to replace that time on short notice. We usually maintain a wait list for new patients, so we really appreciate early notification so another new patient can be scheduled.

Your credit card information will be used for missed appointments, telephone consultations, email correspondence (an elective fee for service program) and supplement shipments. Should your account be charged, we will inform you of the charge and provide you with a receipt should you incur or utilize any of these services.

There is a \$25.00 charge for copying medical records (and an additional \$1.00 per page over 25 pages) by law. There are a few situations that are up to the

discretion of the practitioner to agree to release the records and would prompt us to provide you with a summary of certain sections or discuss other options with you. Your practitioner will discuss this with you should this occur.

If you are requesting a copy of laboratory results we can provide that to you within 2 business days. There is no charge for copying laboratory reports if is given to you at the time of your visit and if it is up to 7 pages. Laboratory reports exceeding 7 pages or requested at a time other than your in office visit will be charged to you at a rate of \$25.00. If you are receiving advanced diagnostic testing, there is a **\$35.00** charge for the laboratory kit you receive in the office.

**To prepare for a new patient appointment, please:**

- 1) ***Patient Intake Questionnaire.*** This may be posted on our website or may be sent to you by e-mail, fax, or US Mail. Please fill it out to the best of your ability, as we find this information invaluable to make the most of your visit.
- 2) ***List of previous and current health care practitioners.*** Please send or bring us a list of all doctors, and other health care providers that you are currently seeing or have been treated by in the past. Please include their contact information.
- 3) ***Past medical records.*** Please send us copies of your records from previous doctors. We encourage you to keep a copy for your own files as well. Please contact our office for assistance in obtaining your records.

**Medication Refills Policy**

***Please call your pharmacy*** well in advance of running out of medication, and have them send a fax refill request to our office at 707 255-2605. The doctor will review these requests and determine whether your medical conditions require an office visit, telephone consultation, laboratory tests, or other actions prior to the refill.

Refills of Schedule II controlled substances (e.g. morphine, oxycodone, dextroamphetamine) legally require an ***in-person visit*** and handwritten prescription. Refills of other controlled substances (e.g. hydrocodone, temazepam, lorazepam, zolpidem) generally also require an office visit, unless the doctor and you have made other arrangements in advance.

We may take up to two business days to authorize a faxed medication refill, so please plan ahead.

Authorizations for prescription refills will be forwarded to your pharmacy at no processing charge to you: however you are responsible for paying your pharmacy directly for the cost of medicines. There are times that the practitioner may determine it is medically necessary to see you in person before authorizing a

prescription over the telephone. No prescriptions will be authorized if you have not seen a practitioner at Phoenix WellCare within a year's time.

### **Telephone Consultations**

Scheduled telephone consultations with the doctor are charged at our usual hourly rate, with a minimum of \$75. and include time spent making phone calls or performing other services on your behalf that result from the telephone consultation.

### **Email Access Program**

We are pleased to offer you a program which gives you online access to our practitioners. So often, much time is spent leaving messages back and forth and not connecting in a timely way. The **Email Access Program** is the fastest most efficient way to communicate; as this service guarantees you a personalized response within 24 hours. Typical email exchanges would consist of focused concerns from your last visit with regard to clarifications, prescription or supplement dosing or any associated side effects. This is a yearly subscription offered at \$25.00 per month (we will automatically debit your card monthly), or if paying for the full year, we offer a discount of \$275. (One month free of charge) The yearly subscription also entitles you to a **5% discount** when ordering supplements thru our WebStore at Arrangements can be made for your account to be credited monthly, although a year commitment is required.

Email access is restricted for patients who have subscribed to this service. If you are not a subscriber, emailing our practitioners is not available to you.

### **Care to a Minor**

A parent or legal guardian is expected to give consent to treat a minor and acknowledge payment responsibility. In the case of joint legal custody, both parents will need to sign this document. If a minor is the subject of a court order, settlement or custody agreement, PWC shall be furnished with a copy or agreement by the parent or guardian who has been awarded or granted legal custody of the child. If two separate or divorced parents share legal custody, both parents must approve all requests for information or consent.

A minor has the right to request private data is kept from their parents or legal guardians under certain circumstances. Their request will be honored if it is believed to protect a child from physical or psychological harm, or if confidentiality is in the best interest of the child. However, parents and legal guardians have the right to information regarding their underage child, and efforts will be made to engage in family participation.

I have read, understand and agree with the Phoenix WellCare (PWC) Policy and Disclosure, and Privacy Statements. I also understand that Phoenix WellCare Associates do not provide primary, on-call, hospital or emergency care services.

PWC does provide specialty and alternative care and requires you to have your own primary care practitioner. By signing below, I agree to the policies and practices of Phoenix WellCare I understand the cancellation policies, and agree that any services I receive are my financial responsibility to be paid at the time of service.

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Print Name

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Signature

Date

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Mailing Address

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Emergency Contact Name

Phone

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Primary Care Practitioner Name

Phone

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Practitioner's Mailing Address

I give my permission to Phoenix WellCare to communicate with me and/or leave messages at the following telephone, fax numbers and email addresses:

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Home Phone

Cell Phone

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Work Phone

Fax

Email #1

Email #2