

PATIENT RESPONSIBILITIES:

Optimal Health Physicians Updated Office Protocols

Lab Results:

Our normal office procedure is to provide a copy of lab testing at the next office visit. At that time, the physician will go over the results with you. If you need a hard copy of them before your visit, please request that. However, **we cannot provide the results to you unless they have been signed first by your doctor.** No other staff will be able to go over your results with you other than your Physician. If you need them before the doctors have signed them or before our office can provide them to you, you can request them from the lab where they were drawn. If you have your labs drawn at LabCorp or Quest, you can create an account on their website and view and print your results from there.

The website for LabCorp is <https://patient.labcorp.com/public/publicweb/patienthome.aspx>

The website for Quest is <https://myquest.questdiagnostics.com/web/home>

The fact that you have not completed your bloodwork is NOT a valid reason to cancel your office visit. If you cancel or reschedule 3 business days or less before your appointment, you will be charged the cancellation fee.

Prescription Refills:

Please be aware of which of your medications need refills before your office visit so we can provide your prescriptions the same day. If you need a refill before your office visit, please remember that our office tries to provide you with your prescriptions as soon as we can. However, our **office policy is a 24-48 business hour turn around for getting your prescription to your pharmacy.** Please try to request your prescriptions be refilled at least 1 week (or 3 weeks for mail order) before you run out of the medication, either through your pharmacy, or by calling our office directly. When requesting directly from our office, please provide the name and dose of the prescription, as well as the name, phone number, and zip code of the pharmacy you use. Please remember that physicians are not in the office on Fridays and **any requests made Thursday afternoon or Friday will not be addressed until Monday.**

We have no control over the cost of medications, whether your insurance company will pay for them, or what your copay will be. We have a supply of discount prescription cards at the front desk. Please look them over and take whatever you need.

Current Medication List:

Please provide, at every single office visit, a written or typed medication list. This list should include: Medication name, strength, and how often you take it. (ex. Minocycline 50 mg 1/day) Please include any medications prescribed by other physicians, and any supplements or over the counter medications you take. Please also list any drug or other pertinent allergies you have. This information is critical for the doctors to ensure you are properly cared for and that there are no medication interactions.

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I, _____, have received, read, and understand the policies set in this paperwork.

_____ I understand that my doctor will review my labs with me at the next office visit. If I need a hard copy, I understand that I will need to wait until my doctor has signed it before the office staff will send me a hard copy.

_____ I understand that not getting my blood drawn is not a valid reason to cancel an appointment.

_____ I understand that it may take 24-48 business hours for my prescription to be sent to my pharmacy and that I should call at least 1 week in advance (or longer for mail order pharmacies) to ensure that I receive my prescriptions in a timely manner and don't run out.

_____ I understand that I need to provide and up to date medication list at every office visit.

Signature: _____ Date: _____