



Lorraine Maita, MD

*you can live younger*

## Informed Consent and Office Policies

*Please read the following carefully and ask for specifications about any element you do not fully understand.*

Thank you for choosing my practice. It is my goal to provide you with quality, timely service, minimize wait times and respond to your needs. The practice of medicine has become constrained by regulations, paperwork, need for documentation and protection of privacy, and adherence to standards of practice and guidelines. It is costly to maintain. Our relationship is that of mutual responsibility and respect for each other's time and an understanding that maintaining the ability to respond to your needs comes with associated costs. For your health and safety, you must be monitored for side effects, effectiveness and interactions at regularly scheduled intervals as your health status and need for medication or supplements can change significantly. For this reason, I have outlined policies designed to be able to provide you with quality, timely service at a reasonable cost. Feel free to discuss any extenuating circumstances. I want to provide you with quality, timely service and help you achieve your healthcare goals. We will make reasonable efforts to accommodate your needs and strive to provide you with outstanding care.

The practice has many resources available for your information and convenience.

- The patient only website ([howtoliveyounger.com](http://howtoliveyounger.com); register and sign in is located at the top of page) has answers to your frequently asked questions as well as other information that you can refer to 24/7.
- Relay Health and Updox are secure repositories for your records and are HIPAA compliant communication tools these can also be used to request appointments, ask quick clarifying questions and communicate with the staff to avoid telephone tag.

These amenities are designed so you have information and access at a reduced cost. They are used for quick, clarifying questions and do not take the place of a consultation.

We enter into this relationship with the understanding that every human being is different, reactions to treatment can vary, and diagnosing the issues at hand can also be complex. Sometimes you may come in thinking issues are related to one thing. If the desired result is not achieved, it is imperative to look for other causes. Treatment can uncover issues and plans may need to be revised or further testing may be in order. I make every effort to be reasonable and avoid frequent visits and costly tests and treatments, however if issues arise, further visits and tests may be necessary for your health and safety.

I have read and agree to comply with these policies. Initials \_\_\_\_\_

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Our policies are as follows:

**Payments:** All payments must be made in full at the time of service. For telephone consultations, payments may be made with a credit card at the time of service. We accept payment in the form of cash, check and credit card. We accept Visa, MasterCard, Discover and American Express

**Insurance:** We do not participate in any insurance plans. We do provide insurance forms for covered services. Most patients are reimbursed for out of network services if they have met their deductible. We do not participate in Medicare. Patients must sign a private contract and are responsible for payment in full without reimbursement for all consultations. Weight loss, skin care, Executive health, genetic testing and many preventive services are not covered by insurance. Most insurance companies do not cover telephone consultations. **It is your responsibility to check with your insurance carrier regarding coverage.** It is your responsibility to provide us with your insurance information so it can be coded into your forms and to notify us if you have changed your coverage. Any portion of our fee that is not paid by your insurance company remains your responsibility.

**Missed or canceled appointments:** We reserve the right to charge for missed or cancelled appointments.

**Returned Checks:** If your check bounces, you will be charged a fee equal to the bank service charge. In the future, you must pay by cash or credit card if your check was returned from the bank for any reason.

**Between visit calls, Relay Health or Updox inquiries and questions:** You are entitled to quick clarifying questions between office visits regarding the primary reason for your visit, your medications, diet or supplements. We reserve the right to charge for a phone consultation if the discussion is extensive and requires a chart review and documentation in your medical records, modification of prescriptions, or writing orders. Most insurance companies do not reimburse for phone consultation charges. Some issues may require an office visit.

**E – mail:** Please use relay health or updox ONLY. These are HIPAA compliant. Fines can be imposed for inappropriate use of e-mail, therefore we will not respond to e-mail and you will be directed to use Relay Health or Updox patient portal.

**Relay Health and Updox:** Both systems are safe, secure and compliant with all regulations regarding safeguarding your sensitive medical information. You can also use them to store your medical records if you choose. While this is a quick and easy way to communicate with the staff, please keep your messages brief. If the issue is complex, it might require a telephone or in office visit. The practice of medicine can be. For your health and safety, the doctor must spend time to sort out the issues and this can only be done with dedicated time and dialogue during a scheduled consultation.

**Follow up:** It is your responsibility to schedule regular follow up appointments to monitor your health. We reserve the right to charge for prescription renewals if you miss your regularly scheduled follow up appointment.

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**Lab orders:** Most lab tests require a follow up consultation to discuss results as well as signs and symptoms as lab tests alone do not give a full picture. Customized, personalized care requires dialogue. If no follow up is scheduled within a few weeks, you will be sent copies of your lab tests and may be discharged from the practice.

**Lab prices:** Lab studies are a contract between the lab and you or the lab and the insurance company. Prices for specialized tests are based on your insurance coverage and will be discussed at the time of your visit.

**Authorization to discuss or release information:** We do not release or discuss any information to anyone including spouses, family members or physicians without your written consent. If you authorize me to release or discuss information, you must provide a written consent.

**Emergencies:** It is rare to have life threatening emergencies with nutritional and hormonal therapy. For severe reactions call 911 or your primary care physician. I check the patient portal several times a day and will post a notice when I will not be in the office. You can always leave a message on my voice mail, which I check periodically. I have blocks of time when I will be away from the office or unavailable and at these times it is best to consult with your primary care physician.

**Medical Services:** Although Dr. Maita is an internist, she does not take the place of a primary care physician. Therefore, you must agree to have a primary care for acute care or urgent or emergent needs or for primary care.

**Medicare:** Since Dr. Maita has opted out of Medicare you cannot file a health insurance claim to Medicare for services, even if such services are otherwise covered by Medicare. "Medigap plans") do not, and other supplemental insurance plans may elect to not, provide reimbursement for the services not paid for by Medicare.

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