

Office Information & Policies

New Patients:

A typical first office visit lasts 60-90 minutes and in that time Dr. Litov does an extensive health interview which enables her to know your individual health symptoms, weaknesses and strengths. A limited physical exam will be done when indicated. An initial treatment plan is given at this time. Occasionally, in complex cases, Dr. Litov will recommend a treatment plan only after more information is available from lab work or medical records, and then will have the patient schedule a follow-up appointment to go over the plan.

In either case, there is a 2-4 week follow-up appointment to evaluate the effect of the therapies and to assess whether or not another remedy or therapy is indicated. These follow-ups are usually 30 minutes.

The need and timing of further follow-ups will be determined on an individual basis.

To bring to your first visit:

- The following forms need to be filled out before your first visit. All forms are available online at www.eastsideintegrativehealth.com.
 - Patient Registration
 - Patient Intake
 - Informed Consent
 - Privacy Policy HIPAA
 - Office Policies
 - Insurance worksheet-optional
- Your Insurance card (if applicable)
- A copy of recent medical records including blood work for Dr. Litov to keep in your file or a completed records release form (also available online) for us to fax to your other providers.
- a list of questions (we all forget questions we want to ask until after we leave a visit)

Established Patients:

Typical follow-up visits are scheduled for 30 minutes unless the doctor and the patient agree that a different time is needed. In those circumstances, the front desk will be notified so an appropriate amount of time is set aside for you.

Pediatric Patients:

Scheduling and follow-up are the same as an adult. Please fill out the pediatric intake instead of the adult intake. All other forms need to be filled out and signed by the parent or guardian.

Adolescent Care is often differently managed than adult or younger child care. To best meet the patient's needs, this will be discussed at the first visit with the adolescent and their parent/guardian, and a plan will be established then. The new patient forms will still need to all be filled out, but it is ideal to have the adolescent review them as well as the parent. The pediatric intake form is more appropriate at this initial visit, although there will be additional forms specifically for adolescents and young adults that may be indicated.

Phone Consultations - Dr. Litov will do phone consultations for established patients under special circumstances when an office visit may not be deemed necessary or possible. Although phone consultations are more convenient for the patient, they do require the same amount of work on Dr. Litov's part, so they are billed the same as office visits. Phone consultations are billed based on time, and at the same rate as an office visit. **A phone consultation is not covered under insurance**, so you will be directly billed for this service. Phone consultations are scheduled for a minimum of 15 minutes, and are billed on a time basis at the regular visit rate. **If there is any question about this service, please inquire with the receptionist or Dr. Litov when scheduling.**

Cancellation policy - If it becomes necessary to cancel or reschedule your appointment, please do so at least 24 hours in advance so that others may utilize that time. We will be most grateful for your consideration. **Patients who miss appointments without 24 hours notice will be billed half of the office visit.** Insurance does not cover this fee. We understand that emergencies and other situations out of your control arise, and we can waive this fee if you communicate this to us as soon as possible.

Messages and clarification - If you're calling for clarification of ongoing therapies, or for a quick check-in (which Dr. Litov often requests), you can call and leave a message, and either the receptionist or Dr. Litov will get back to you.. If it is longer than a 5-10 minute phone call, or if there is a new health concern, you may be asked to schedule an appointment or a 'phone consultation' to ensure that enough attention and care is given to your situation.

Payment - There are many ways to pay for services. We are contracted with most insurance companies. We also are a cash-based fee for service practice. **Please plan how you would like to have our services paid for in advance of your visit.** Our fee schedule is available upon request.

- Insurance co-pays are due at the time of service. Please bring your insurance card.
- There is a **20% discount** for cash if your visit is paid in full at the time of service. This applies only to the visit, and does not include other services such as dispensary, educational work-shops or labs.
- Dispensary items and laboratory testing, when needed, are an additional expense.
- We accept all major credit cards, cash and checks. There is a \$35 charge for returned checks.

Health Insurance - Dr. Litov is presently contracted with **Premera Blue Cross, Aetna, Cigna, First Choice, Lifewise and Uniform Health Plan.** Please bring in your insurance card on your first visit. As is standard, your co-pay is due at the time of the visit. If you would prefer to pay in full at time of service even though you have insurance, you will be offered the discounted price, and then you may choose whether to submit your own bills for reimbursement. This is a good option for those with FLEX plans and other such programs. Please let us know if you would like to utilize this option and we will provide you with a receipt which indicates the medical codes for your diagnosis and treatment at the time of service, whether it be an office visit or phone consultation.

Please remember that you are ultimately responsible for payment for services, so please check with your insurance provider prior to your appointment to make sure you understand the benefits and requirements of your plan. Please feel free to use the insurance worksheet we created to assist you in understanding your specific plan.

After hours and emergency calls - If there is a medical emergency, please call 911 or go to your nearest emergency facility. If you have an urgent issue, please call the office to get the phone number of the doctor on call. We understand urgent situations come up after hours and sometimes guidance is helpful. Please keep in mind that consistent with most other after-hours medical services, it may take up to 30 minutes for someone to get back to you, so if it is more urgent than that, please go to your nearest emergency facility. We reserve the right to charge a phone consultation fee for any after hours call.

Thank you for your cooperation!
We appreciate the opportunity to serve you!

Please sign and date to indicate that you have read and understand the above policies. A copy of the policies will be available for your records at the time of your visit.

Signature of patient or guardian

Date