



WELCOME TO METABOLIC CENTER *for* WELLNESS

Thank you for your trust in our care. We strive to work with you to reach and maintain your personal health goals.

Our mission is to improve lives and wellness through the achievement of individualized integrative endocrine and metabolic balance.

To accomplish the maximum benefit of your **first visit**, in addition to arriving **30 minutes** prior to your scheduled appointment, we ask that you bring the following:

- Your completed new patient paperwork
- Your photo ID
- Your insurance card and referral, if required. If you need a referral, it is *your* responsibility to ensure that it is available at the time of your visit. If it is not, you may be rescheduled.
- A list of medications (including insulin and over-the-counter meds or supplements) that you take.
- Any medical records that relate to the reason why you are visiting us.

Office policies

- We ask that you arrive **at least 10 minutes ahead of time for all follow-up visits**.
- Our practice is limited to endocrinology. The remainder of your health needs should continue to be followed by your primary care doctor. If you do not have a primary care doctor, we can give you recommendations.
- Our practice is also limited to in-office patient care. We do not admit nor follow patients who are admitted to the hospital.
- Prescription refills
 - Prescriptions not written by Dr. Angela Mazza need to be filled by the prescribing doctor.
 - Please allow *3 business days for refill requests*.
 - It is your responsibility to know what refills you need at the time of your visit.
- Lab results
 - All lab results, unless critical, will be discussed at the time of your appointment.
 - Most lab requests are sent electronically, but it is your responsibility to keep the lab confirmation given to you at your visit.
- If you miss your appointment 3 times and/or excessively rebook appointments, you will be discharged from the clinic.
- Any and all questions will be answered at the time of your visit. Be proactive and be prepared with your questions concerning your healthcare before your visit. ***Phone calls should be reserved for emergency issues only.*** Please allow 48 hours for the return of any non-urgent messages.

Financial policies

- Any co-pay or deductible is expected to be paid in full upon check-in. Please be prepared to pay at the time of your visit. Please contact your insurance company before your visit if you are unsure about your responsibilities, co-pays or deductibles.
- There is a \$195 yearly fee at our clinic.
- Our patients receive 10% off retail price on all pharmaceutical-grade supplements and nutraceuticals.
- No-Shows
 - **All cancellations require at least 48 hours advance notice.** Otherwise, for an initial consultation no-show, there will be a \$200 charge and for a follow-up appointment no-show, there will be a \$50 charge
- If your balance is not paid in full within 60 days of the dated bill, an additional \$50 will be added to your balance.
- Any balance not paid in full by 90 days will carry an additional \$10 charge for administrative fees, and all collection fees will be the responsibility of the patient. Delinquent overdue balances will result in discharge from the clinic.

We look forward to working together for your wellness!

Sincerely,

Metabolic Center for Wellness

I have read and understood the above information.

Name (printed) _____

Patient or Guardian Signature _____ Date _____