



Office Policy

Radiantly Healthy, MD is devoted to helping you achieve optimal health and vitality through customized patient care. It is important to thoroughly read and complete all documents in your new patient packet. In order for you to have an effective and productive first visit, intake and consent forms must be completed and mailed or emailed to our office at least 2 days prior to your appointment.

Website

Information about Radiantly Healthy, MD and relevant patient forms are available through our website www.rh-md.com.

Consultations

At Radiantly Healthy, MD, we offer a few options for your initial consultation. Our Patient Care Coordinator will help determine the best choice for you and your needs.

Advanced Registered Nurse Practitioner to Physician

Our Advanced Registered Nurse Practitioner to Physician consultations will include a 45 minute evaluation with the ARNP. During this visit, the Nurse Practitioner will conduct a basic physical and obtain medical history. Your ARNP will issue a lab order for an extensive baseline assessment and the Patient Care Coordinator will schedule a follow-up appointment with the physician (approximately 3-5 weeks later) to review the results of your assessment. New Patient consultations with the Nurse Practitioner are typically available within 1-2 weeks of initial inquiry.

Physician Consultation

Our physician consultations will include a BIA (Body Impedance Analysis) with a nutrition consultant, a 15 minute physical with the Nurse Practitioner and a 45 minute medical consultation with your physician. During this visit, appropriate testing will be ordered and you will follow-up with your physician (approximately 3-5 weeks later) to review the results of these tests. Physician consultations with Dr Hunton are typically available 1-3 months after initial inquiry.

Small Group, Semi-Private Classes

Our Patient Care Coordinator may recommend attending our small group, semi-private Bio-Identical Hormone Replacement Therapy class. This class is cost effective and designed for the individual concerned with hormonal imbalances. During your initial phone evaluation, the Patient Care Coordinator will determine your eligibility for participation in this class. Small Group, Semi-Private Classes are typically available 1-2 months after initial inquiry.

Laboratory/Diagnostic Testing and Nutritional Therapy

Laboratory/Diagnostic testing are essential in determining the root cause of your symptoms, issues and concerns. They play a critical role in the development of your treatment plan. Nutritional supplements are a much needed part of your program and are typically suggested.

Nutrition Counseling and Weight Loss

Your provider may propose nutrition counseling to support a recommended lifestyle modification. Our nutrition department offers counseling for gluten and dairy intolerances, hashimotos, auto-immune, detoxification and more. Your nutrition counselor can help customize shopping lists, recipes and offer weekly/monthly support if needed. From time to time, we find that the root cause of an individual's complications may stem from unhealthy weight management. In these instances, we may encourage enrollment in one of our medical weight loss programs that offer weekly support meetings in combination with nutritional counseling.

Office Visits & Pricing

If you are traveling from out of town, you may need to stay overnight and have your laboratory testing completed the next morning. Most of our tests require a 12-hour fast. Please be sure to consume plenty of water while fasting. Our extensive baseline assessment is a specialty panel designed by the Director, Dr Rebecca Hunton and must be completed in our office. Our lab hours are Monday-Thursday 8am – 12pm (noon). The staff will review the costs of all testing after your medical consultation and before labs are obtained. The purpose of your follow-up visit is to review and interpret the results of your testing and further develop your personalized treatment plan.

- New Patient Consultation: \$250 - \$500
- Small Group, Semi-Private Class: \$100 - \$150
- New Patient Follow-Up: \$300 - \$400
- ARNP Established Follow-Up or Phone/Skype Follow-Up: \$150 - \$250
- MD Established Follow-Up or Phone/Skype Follow-Up: \$300 - \$400
- Initial Nutrition Counseling: \$75
- Follow-Up Nutrition Counseling: \$45 - \$75
- Initial Weight Loss Consultation: No Charge
- Weight Loss Programs: \$449 - \$699

Confirmation, Timely Arrival and Cancellation of Appointments

Our office staff works diligently to accommodate your schedule as best we can when offering appointment dates and times. We will call and confirm your appointment at least 48 hours prior. Please arrive on time for your appointment. If you are more than 10 minutes late, your appointment may be rescheduled. If for some reason you must cancel your appointment please notify the office at least 24 hours prior to avoid a cancellation charge.

Payment Options

Our office accepts cash, checks or credit cards (MasterCard, Visa, Discover) for services rendered. We will itemize and review your charges prior to collecting your payment. Payment is due on the day of service. Follow-up phone consultations will be billed to the credit card you have provided and payment information and instructions will be reviewed prior to your appointment.

Insurance Information

Radiantly Healthy, MD does not accept insurance or Medicare (please see our Financial Policy for an explanation). We cannot guarantee that services (office visits, phone consultations, laboratory/diagnostic testing) will be reimbursed. At the end of your office visit, we will provide diagnosis and procedure codes that you may use to submit to your insurance for possible reimbursement.

We cannot guarantee that your health insurance will cover laboratory/diagnostic testing. There are too many factors that determine an exact cost or even an estimate on how much you may have to pay. If you are self-insured (paying out-of-pocket) or have a high deductible, please inquire about our self-insured panels and discounted rates. Our Baseline Assessment is run through a lab called Health Diagnostics Laboratory and they accept ALL insurance companies.

Prescription Refill Requests and Supplement Orders

Prescriptions are written to provide you with an adequate amount of refills until your next scheduled office visit. If you are unable to make it to your scheduled visit due to unforeseen circumstances, a one month refill may be issued (if deemed medically appropriate and at the discretion of the provider) to allow you to re-schedule the missed appointment. If this re-scheduled visit is missed, we will not issue any further refills until you are seen in the office.

You may call the office at (321) 254-6803 and select option 2 for prescription refills. It may take up to 24-48 business hours (or longer if requested on a Thursday) to process a prescription refill. Please plan ahead to avoid an interruption in your prescriptions. Prescription refill requests can be faxed to our office by the pharmacy. We recommend activating a prescription refill request at least one week to two weeks before your last dosage.

Follow Up Visits

After your initial New Patient follow-up, your provider will determine your follow-up schedule. In general, your next visit will take place within two to three months. The interval of follow ups from this point forward will depend on your individual needs and the complexity of your condition. Follow up appointments are essential to tracking your progress and assessing the adequacy and safety of your treatment program. Most patients follow up on 3-5 month interval. We require a minimum follow-up of six months (physician approval necessary).

Medical Records

In order to successfully determine the direction of your treatment program, your provider will need to review some of your past medical records and studies. We ask that you obtain a copy of your medical records and submit them to our office at least 2-3 days prior to your initial appointment. You must give permission to release medical records to us. Complete the Release for Medical Records form (located under Office Forms) present it to your healthcare provider and request they send your records to:

Radiantly Healthy, MD
8725 N. Wickham Rd Ste 202
Melbourne, FL 32940

Or Fax to: 321.254.6819

Office Hours, Phone Calls, Messages and Fax

Office Hours:

Monday through Wednesday from 8:00am to 5:00pm
Thursday from 8:00am to 7:00pm
Friday from 8:30am to 12:00pm (noon)

Phone: (321) 254-6803

Fax: (321) 254-6819

If you call after hours, our office staff will return your call on the next business day. If you are experiencing a medical emergency, please call 911. If you have an urgent matter and need to speak with a provider after hours, call (321) 254-6803 and press option 1 to transfer to the RHMD on call phone. An RHMD representative will return your call within two hours.

When leaving a message, please be brief and include the following information:

- 1) Full Name
- 2) Date of Birth
- 3) Reason for call
- 4) Best time to call back
- 5) Phone Number(s)

Radiantly Healthy, MD
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321.254.6803
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