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## **Radiantly Healthy MD Medical Appointment Scheduling, No-Show and Cancellation Policy**

*Effective November 12, 2018*

As you know, we are always trying to better serve our patients. Unlike most medical offices, we believe that the educational component is the most important aspect of your appointment. Understanding the 'why' for change is one of the first steps on your journey to becoming Radiantly Healthy. Therefore, it does not serve you to have an appointment without **complete** labs and diagnostic tests. We do our best to ensure that your chart is prepared for an excellent visit:

***We REALLY appreciate those of you that do not need lab reminders!  
You are welcome to a free B12 shot when labs are done in a timely  
manner! Some of you will not be called or texted as below  
because we can see via lab portals that you have already done  
your labs!***

- We call or text 4 weeks prior to remind you to do your labs.
- We call or text 2 weeks prior to remind you of your appointment and to inquire if and where you have had your labs and diagnostics performed. If it appears that the labs will not be completed on time, or you have not had them drawn we will call or text **to reschedule your appointment. Your appointment will be rescheduled even if we do not reach you by phone.**
- We are emailing 1 week prior to remind you of your appointment if we have an email address on file for you.
- We call or text you 24-48 hours prior to remind you of your appointment.

We often hear that the lab tech promised that the results would be back in time. **None** of the lab techs in **any** of the labs can offer that reassurance! Some of the labs we order can take up to 3 weeks to come back!

We put a great deal of 'prework' into your visit which includes interpreting and trending your results. If the results are not going to be back in sufficient time to allow this 'prework' to be done, the appointment *must* be rescheduled. You are always welcome to keep your appointment if you have other issues to discuss – however, the lab review and prescription 'tweaking' will require a separate appointment.

Unfortunately, the rescheduling of the appointment creates a lot of frustration and dissatisfaction.

Prescription refills can be problematic when results are not available. For controlled medications like testosterone, state and federal laws restrict our ability to refill without a visit. **Most times, we are unable to refill** which can be detrimental to your health. We will offer a refill visit at a reduced charge to mitigate this situation. We also are unable to 'tweak' any prescriptions until you have your scheduled appointment with complete results. We will extend noncontrolled medications until rescheduled appointment. If your insurance requires 90 day prescriptions, we will **not** be able to accommodate. It is against state safe prescribing guidelines and can result in medical malpractice to continue to prescribe without appropriate testing and follow up.

We are also faced with another dilemma; it is against state guidelines and can result in medical malpractice to allow results to remain 'outstanding' for more than 4 weeks. For this reason, you will not be rescheduled further out than that. Oftentimes, an appointment will **not be available** with Dr. Hunton to review the results as she is scheduled months in advance. When your results are not available in time, you may be scheduled with one of the physician assistants for this appointment. Patient's not returning to review labs that have been drawn under our medical licenses, will have their labs forwarded to their primary care provider. To return to our medical practice, you will need to re-enter as a new patient.

We would like to make the following suggestions to create a better scheduling experience:

- Schedule an appointment with your laboratory. It is best to schedule for 3 weeks prior to your appointment with Radiantly Healthy MD (do it today as you leave our office!)

- We can schedule you to have the labs drawn at our office on Tuesday and Thursday mornings with Suncoast Pathology (an independent laboratory with no financial ties to Radiantly Healthy MD or Dr. Hunton.)
- Functional testing must be submitted 3 weeks prior to your scheduled appointment. Please call the office the day that you submit your specimen so that we can track the results.

We understand that life happens and sometimes you need to reschedule your appointment. **Please notify us no less than 48 business hours prior to your scheduled appointment to avoid a reservation fee.** We may be able to convert your appointment to a Zoom or phone appointment if approved by Dr. Hunton or the physician assistants *in advance*. Zoom/phone appointments are the same fee as in person appointments as the same prework and medical advice is given.

For patients who reschedule or cancel their appointment within the 48-hour window, we require a reservation fee to schedule an appointment. The reservation fee is the **full amount** of the appointment and is due at the time of rescheduling. In addition, no show appointments will be charged the **full amount of the appointment** and will need to pay the reservation fee to book another appointment. In extenuating circumstances, the reservation fee may be applied to your scheduled appointment at the discretion of the office manager.

On our part, we will try our best to stay on schedule and we will attempt to contact you when we are running behind. On the other hand, if you are late for your appointment, it may necessitate a shortened appointment or rescheduling. If the appointment must be rescheduled, the reschedule fee may be applied.

If you have any questions regarding this policy, please let a staff member know so we may clarify any questions.

By signing this policy, you state that you have read and understand the

**Radiantly Healthy MD Medical Appointment Scheduling, No-Show and Cancellation Policy** and agree to its terms. I also understand that the above policy may be amended as needed by the practice.

I, \_\_\_\_\_ (patient name),  
have read and understand **Radiantly Healthy MD Medical Appointment Scheduling, No-Show and Cancellation Policy**