



integrated health concepts
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your life  balance

Dear New Patient,

We would like to take this opportunity to welcome you to our practice and to thank you for choosing our physicians to participate in your healthcare. You will find that our approach is very unique here at Integrated Health Concepts. We offer a comprehensive program that focuses on your health and wellbeing rather than your “ailments”. Nevertheless, we realize that your “ailments” may have been what brought you here and we are committed to getting you back to your best self.

Our team of providers have over 40 years of combined experience. During your first visit, you will realize what sets us apart from other practices. While we follow traditional guideline that treat your symptoms, our goal is to optimize your mind, body, and spirit as well. Unlike traditional medicine, we feel very strongly about offering you other alternative therapies that me be less invasive and/or have less side effects. Many health problems such as heart disease, diabetes and high blood pressure are associated with poor eating habits, lack of physical activity, stress, obesity etc...

At IHC, we know the importance of treating the underlying issues rather than just your symptoms. You can expect to be educated at every visit on nutrition, vitamin supplementation, exercise, and behavior changes. This is ABSOLUTELY fundamental in your plan of care, but has been widely ignored in most healthcare systems. Our mission at IHC is to change the face of healthcare by simply treating people with love, compassion, respect, and understanding by incorporating the therapy that is right for you.

We look forward to providing you with personalized, comprehensive health care focusing on wellness and prevention. As continuity and coordination of patient care is essential in meeting your healthcare needs, our physicians, nurse practitioner, medical assistants, and office staff work closely in a “team approach” to support your patient care.

As your primary care physician, we work collaboratively with a wide range of physician specialists to coordinate all aspects of our patient care including imaging and specialty consultation care, as needed. We also work closely with alternative practitioners that specialize in diabetic and nutritional education, Acupuncture, Chiropractic Care, Hypnosis, Massage therapy and many other therapies.

At Integrated Health Concepts we want you to be involved in your health care decisions. We feel health care is no longer about going to the doctor and taking your medication as prescribed. We WANT you to be engaged in your health care planning. How can you help?

- ✓ Talk with your primary care provider and team about any questions you have.
- ✓ Keep in touch with your team if further questions arise about your health. }
- ✓ Take care of your health by following the plan recommended by your team.
- ✓ Schedule a complete physical exam at least once a year.
- ✓ Always let us know how we’re doing and how we can improve.
- ✓ Utilize the patient portal

Being proactive about our health care can often help us prevent and/or prolong the onset of future health problems as we age. We firmly believe, and our experience has shown it to be true, that those patients who are consistent in keeping their appointments have fewer episodes of acute illness, difficulty with unstable chronic illnesses, and generally continue to enjoy better health overall. Our practice philosophy is to try for early detection, early intervention and prevention. Regularly scheduled office visits allow us to better assist you in identifying and managing any chronic health problems you may have. We believe this is in your short and long-term best interest.

In this “Welcome” packet, you will find copies of our policies, procedures and most commonly asked questions by patients entering our practice. We hope you will find this information useful.

It is our desire to have a mutually respectful relationship with our patients. Please do not hesitate to contact the office via phone or portal with questions.

OFFICE HOURS

	Office:	Lab:
Monday	7:30- 5:00 pm	8:00-4:00 pm
Tuesday	7:30-7:00 pm	8:00-4:00 pm
Wednesday	7:30-5:00 pm	8:00-4:00 pm
Thursday	7:30-5:00 pm	8:00-2:00pm
Friday	8:00-12:00 pm	Not Available

If you should need a physician after hours, please contact the office at 423-573-9873, option 5. This will connect you will nurse connect..

APPOINTMENTS

Integrated Health Concepts is committed to providing quality care to our patients. To ensure timely continued care, we encourage patients to schedule appointments in advance of follow-up due dates.. While we strive to schedule appointments appropriately, emergencies can and do occur in Primary Care. We strive to give all of our patients the time that they require. For this reason, walk in patients will be worked in in between regularly scheduled patients and with the first provider that has availability.

CANCELLATION OF AN APPOINTMENT

In order to be respectful of the medical needs of our patients please be courteous and call IHC promptly if you are unable to attend an appointment. This time will be reallocated to another patient who is in need of treatment. This is how we can best serve the needs of all of our patients. If it is necessary to cancel your scheduled appointment we require that you call one (1) working day in advance. Appointments are in high demand, and your early cancellation will give another patient the ability to have access to timely medical care.

NO SHOW POLICY

A “no show” is the term we use when a patient misses an appointment without cancelling it within one (1) business day in advance. Unfortunately, “No-Shows” inconvenience those patients who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in your medical chart as a “no show”. The first occurrence will result in a warning letter. The 2 and 3rd occurrence will result in an administrative fee of \$25.00 will be billed to your account. This charge is NOT payable under insurance and you will be responsible for the charge prior to any treatment. The 4th no show will result in dismissal from the practice.

OFFICE CLOSINGS DUE TO WEATHER OR OTHER CIRCUMSTANCES

If our office is closed due to weather conditions or other circumstances beyond our control, we make every effort to reach our patients. This will be done via our automated system. They will call, text and send an email.

PORTAL REGISTRATION

IHC is proud to offer a patient portal. This portal is a secure online website that gives our patients 24 hour access to personal health information. It allows you to communicate directly with nurses and providers, print care summaries, pay invoices, and see test results. We strongly recommend you sign up today by visiting <https://14994.portal.athenahealth.com> or by having the front office send you an invitation via email or smart phone.

DEMOGRAPHIC INFORMATION

It is critical that we have correct demographic (personal) information about you and about your health insurance coverage in order for us to bill accurately for the services we provide to you. At **each** visit, we will verify your address, phone number and insurance information. **Once a year** you will be asked to sign and update your paperwork with IHC. It is mandatory by CMS that patients must update their paperwork yearly.

INSURANCE

- Copays, coinsurance and balances are collected PRIOR to being seen. Please come prepared as you will be asked to reschedule if you cannot take care of the charge.
- IHC accepts most insurance plans. If you have specific questions regarding your insurance, please contact the member number on the back of your insurance card to verify that Integrated Health Concepts (Dr. James Schrenker) does participate.
- We DO NOT participate with Medicaid. If you have Medicaid as a secondary insurance, you will be responsible for any copays, deductible or coinsurance at the time of the visit.
- It is patient responsibility to inform our office of any changes in insurance coverage. Failure to do so could cause delay or denial of insurance payment.
- All patients will be asked to present their current insurance card at each appointment. Failure to have your card could delay your appointment, and it will be the responsibility of the patient to provide proof of coverage.
- While filing of insurance claims is a courtesy that we extend to our patients, **any charges not covered by your insurance company are your responsibility**. While we make every effort to provide services that are covered, it is still your responsibility for payment.
- If your insurance carrier considers us 'out of network' or we do not participate with that particular plan, you are responsible for the charges prior to the visit.. We will gladly provide a receipt/proof of visit, etc.

PAYMENT INFORMATION

Integrated Health Concepts accepts person checks, VISA, MasterCard, Discover and American Express for payment on accounts. Payments can be made via statement, patient portal or in the office. Patient balances are billed immediately on receipt of your insurance plans explanation of benefits.

RETURNED CHECK

A \$40.00 fee will be charged on all returned checks. Additionally, we will no longer be able to accept checks from you for yourself or any member of the family.

COLLECTIONS

Integrated Health Concepts does NOT like to use an outside collection agency and will make every effort to work with you on your account balance. However, communication is key! Our practice utilizes emails, text message reminders, phone calls, statements and personal letters. Once we feel those efforts have been exhausted and the account has a balance that is 90+ days old, a final demand of payment will be mailed to you. If we do not receive payment within 15 days of that letter, you will be sent to collections and dismissal from the practice. ***Being dismissed from the practice for nonpayment DOES NOT absolve you of your bill. You will still be responsible for payment.***

FORM CHARGES

Starting October 1, 2017, requests for completion of several types of forms and correspondence will require payment of \$20.00. Examples include disability forms, letters/correspondence requested from patients, insurance companies or third parties. Appointments may also be necessary as well. If they are, you are still responsible for the \$20.00 form fee and any copays you have.

MEDICAL RECORDS

Fees for reproduction of medical records are as follows:

- \$15.00 for up to 20 pages
- \$20.00 for 21-40 pages
- \$30.00 for 41-70 pages

*If you are transferring care to another provider, the records will be sent as a courtesy to your new physician after a medical records release has been received.

NURSING AND PROVIDER COMMUNICATION

Our phones are answered by our front office staff from 8-5pm. If you should have a clinical question, your call will be transferred to the nursing line. Please leave your name, date of birth, pharmacy and the reason for your call and the nursing staff will return your call within 48 hours. Please understand, we utilize the voicemail so this enables the providers and nurses to spend time with patients in the office. Please do NOT leave multiple messages.

We also utilize the patient portal for patient communications. We urge you to please sign up. In the portal you can directly message ANY staff member including providers. Portal messages will be answered much more quickly than phone messages.

PRESCRIPTIONS

Please make every effort to get refills at the time of your visit. In the instant you should need prescription refills you can do so via the patient portal, nursing line or have your pharmacy directly communicate with us. Please allow 48 for prescriptions to be called in.

TEST RESULTS

It is IHC policy that we will discuss results (labs/imaging etc...) during your follow up. IF there is a need for a phone call, the nurse will reach out to you once the provider has made the assessment and the plan of care has been decided. You can always view your test results via the portal one they have been published. If you should have any questions, please make a list and bring them with you to your follow up and they will be addressed at that time.