

Annapolis Integrative Medicine Office Policies

1. **Active Patient:** To remain an active patient you must be seen in the office at least once a year. If you have not been seen in over a year you will be considered an inactive patient and any prescription refill requests will be declined.
2. **Controlled Medications:** If you are receiving prescriptions for controlled medications you must be seen in the office every 3 months.
3. **Cancellations and Missed Appointments:** The charge for appointments cancelled less than 24 hours in advance will be for one half of the appointment time scheduled. The charge for missed appointments will be 100%.
4. **Your Labs and Tests:** We strive to contact patients with their results within 1-2 weeks even when normal. If you don't hear from us please call. NEVER assume that no news is good news.
5. **Patient Portal:** We use Practice Fusion. As long as you provide an email or phone number you will be sent an invitation to register on the portal which will give you access to lab results and internal messaging. You don't have to do this but it can be very useful. If you have any problems with this please let us know.
6. **Requests for Medication Refills:** Please allow 72 hours for refill requests to be processed. Do not wait until you are out of medication to contact the office. We cannot promise anything faster than this.
7. **Complaints and Problems:** Our goal is to provide every patient the time and attention they deserve, but occasionally things do go wrong in a busy office. If you have a request that you feel was not addressed properly, please communicate this to the staff. If this does not handle the issue please call or email Dr. Weiss to discuss it. Anything can get resolved with communication.
8. **Email Policy:** As noted elsewhere, brief emails following appointments for clarification is fine, but extensive emailing for complex issues will incur a charge at Dr. Weiss's usual rate.
9. **Appointment Prices and Payment:** Payment is expected at time of service and is \$300/hour, \$150 for 30 minutes. Longer appointments are available at the same hourly rate.