



Good Integrative Healthcare LLC

Important Practice Information

Hours of Operation: Patients can be seen in the office Tuesday – Friday, 8am – 5pm. Patients needing assistance after business hours may call the main phone number at 720.815.9479 and leave a voicemail message. Non-urgent messages and prescription refill requests will be addressed the next business day.

1. WHAT TO EXPECT

Initial Visit: 30-45 minutes

Your initial visit generally lasts 30-45 minutes. Please complete new patient paperwork prior to arrival and bring any pertinent lab results, diagnostic tests and medical records from the previous 12 months. Your health history will be thoroughly reviewed, and a physical examination performed. Blood work and other diagnostic tests will be ordered. You will be given a detailed plan outlining the specific goals and treatments recommended to resolve your symptoms.

Follow-up Visits for patients undergoing Bioidentical Hormone Replacement Therapy: 30 minutes

If baseline hormone lab work is recommended prior to starting Bioidentical Hormone Replacement Therapy (BHRT), a follow-up visit will be scheduled 1 week after the initial visit to review lab results and initiate treatment. Labs will be rechecked 4-6 weeks after starting BHRT and discussed at a follow-up visit.

Follow-up Visits for patients undergoing Weight Loss Treatment: 15-30 minutes

Depending on the health condition treated, a follow-up visit is usually scheduled every 4 weeks after the initial visit to reassess your symptoms and treatment plan. If labs are ordered, a follow-up visit should be scheduled for 1-2 weeks after labs are drawn to review lab results. Follow-up appointments will be made at regular intervals to monitor the patient's progress.

Please note: Complex Conditions Require Comprehensive Solutions! Each patient is unique in his or her health care needs. Holistic medicine is different from traditional medicine in its approach and process. It takes time to accurately address the root issues surrounding each patient's conditions. Some patients may require multiple, frequent follow-up visits, while other patients may only be seen twice a year for maintenance. If new labs have been ordered or significant symptoms arise, a follow-up appointment to discuss these issues in detail will be required.



2. PRESCRIPTIONS

Compounded medications: Compounded medications are prescribed individually per patient, and generally will take 48-72 hours to be filled. Pre-made progesterone capsules may be the exception, depending on the pharmacy. Compounding pharmacies generally do not compound medications on the weekends. Please call our office to request a refill of a compounded medication, allowing 3-4 business days to complete the refill.

Prescription refills: For non-compounded prescription refills, please contact your pharmacy and request them to fax a refill request to our office. Prescriptions will be refilled within 48 hours of request. If you have not heard back from your pharmacy within 48 hours, please contact our office.

Medications currently prescribed by other providers: Good Integrative Healthcare providers will not refill prescriptions that the patient is currently receiving from another provider unless our providers have assessed the patient for that condition and ONLY if they feel it is the most appropriate medication for the patient. They will not fill medications for conditions they have not diagnosed.

Urgent medications: Good Integrative Healthcare providers do not provide urgent care services and will not prescribe medications for conditions not seen and/or diagnosed in the clinic. Patients should follow-up with their PCP or GYN for acute conditions such as bladder infections, sinus infections, upper respiratory infections or yeast infections.

3. INSURANCE REIMBURSEMENT

Good Integrative Healthcare does not contract with any insurance companies or 3rd party payers, choosing instead to provide affordable direct pay services to all patients, regardless of their insurance status. Good Integrative Healthcare strives to provide cost-effective medical care with cost transparency. Although all Good Integrative Healthcare providers are considered out-of-network providers, visit may be reimbursable depending on your insurance plan. Medicare and Medicaid plans do not qualify for reimbursement. A form to submit for insurance and HSA reimbursement can be provided at the time of the visit if requested.

4. ROLE AS YOUR HEALTH CARE PROVIDER

As board-certified Nurse Practitioners, our providers believe in collaborating with other health care professionals to obtain the best overall care for each patient. Our providers view their role as being in-depth practitioners who integrate various specialties to address the whole person. At Good Integrative Healthcare, our goal is to provide comprehensive care, but not to replace the role of a patient's primary care provider (PCP). We recommend that each patient have a PCP or GYN that they see for annual physicals and sick visits.

5. COMMUNICATION WITH PROVIDERS AND STAFF

Patients should call the office at 720.815.9479 with any questions or concerns. Simple questions can be answered by our medical assistants. Responses to voice messages may take up to 2 business days.



Urgent or Emergent Symptoms: Patients with emergent or severely urgent symptoms should call 911 or go to their nearest hospital's emergency department. For urgent symptoms related to hormone therapy, such as uterine bleeding or bloating, patients can talk to one of the assistants who will forward the message to the appropriate provider. Every effort will be made to respond back to the patient by the end of the business day.

Email Correspondence and Lab Results: Patients can message their provider with simple questions through the Elation health patient portal (Patient Passport). Portal messages will be answered within 3 business days.

eSignature

Please read the following statement carefully, then acknowledge that you have read and approved it by providing the information requested at the bottom of this page.

I have read through and understand Good Integrative Healthcare's practice policies.

DO NOT E-SIGN UNTIL YOU HAVE READ THE ABOVE STATEMENT

Please enter your name (Last name, First name):

Please enter your date of birth (00/00/0000):

Please enter today's date (00/00/0000):