

Effective Sept 1, 2009

## **PRACTICE INFORMATION**

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620 South Cascade Avenue  
Colorado Springs, CO 80903

Welcome to The Klein Center for Holistic Medicine. Our promise is to provide you highly individualized, personal care emphasizing wellness and prevention. We combine the best of traditional and alternative therapies to benefit body, mind and spirit. To assist us in keeping this promise, please take the time to complete the enclosed **Holistic Health Questionnaire**. Not only will this allow us to spend our time together in the most efficient and effective manner, it will assist you in becoming more aware of your current situation.

**Office Hours:** Monday thru Thursday: 8:30 AM – 5:00 PM.  
Friday: 8:30 AM - 12:30 PM.

We are open through lunch on most days. However, it's a good idea to call ahead if you plan come by between 12:00 and 1:00PM. There are no appointment hours on Wednesdays or Friday afternoons.

**Visits:** 30 minutes are allotted for initial visits, 15 for follow-ups if covered by insurance.

60 minutes are allotted for initial visits, 30 for follow-ups if self-pay

### **Missed/late appointments:**

Because of the significant amount of time scheduled for new patient appointments, *we will call you to confirm your appointment 2 business days before. Visits that are missed will only be rescheduled after the fee for late cancelation is paid.*

It may be necessary to reschedule any appointment if you arrive 15 minutes late. Initial visits will need to be rescheduled if intake forms such as the health questionnaire are not finished before the time of the appointment and a late cancelation fee will be expected upon rescheduling the visit.

### **Late Cancellation and no show fees are as follows:**

\$60 for follow up

\$150 for initial visits

### **Keeping in touch:**

There is no charge for calls regarding simple matters that can be handled through Jill, my Patient Care Director, or Gracie my Receptionist. Any non-emergency issue that is too complicated to handle through Jill or Gracie will require an office visit to address.

If it is impossible to schedule an office visit, I offer Phone Consultations from 4:00–5:00pm Monday, Tuesday and Thursday, when I will be able to speak directly with you. Phone consultations are billed at the rate of \$25 for the first 5 minutes then \$240 per hour, but only for the amount of time I actually spend speaking with you. For more complex problems, if you cannot make it into the office, we will be happy to schedule a full 30-minute phone consultation during regular appointment hours. These consultations will be billed at the regular office visit rate of \$120. You will be billed directly for any phone consultation charges, as they are *not* reimbursable by insurance.

I am available to you 24 hours a day, 7 days a week for matters of an urgent nature. For **emergency issues** after hours, you can reach me on my cell phone at **(719) 499-6058**. Please do not use this service for matters than can safely wait until regular office hours. The fee for these call are \$50.

*Please note:* Since much of my practice is devoted to un-doing the damage caused by antibiotics, it is my policy *not* to prescribe them over the phone. I will need to evaluate you in a regular office visit to ensure that antibiotic therapy is warranted.

**Emergencies:**

If you require hospitalization and do not have another physician, I contract with the inpatient specialty doctors at Penrose Main and Community Hospitals to care for my patients, both pediatric and adult. You simply need to notify the ER staff that you are my patient.

**Payment:**

Payment in full is expected at the time of visit, including co-payments if your visit is covered by insurance. We accept cash, checks, VISA, MasterCard, and Discover. We can work with patients paying out-of-pocket with a payment plan if needed. I currently offer a 10% discount on office visits for full payment at the time of the visit. This discount does not apply to insurance billing or payment plans. My fee for the initial visit is \$300 and follow-up visits are typically \$120.

**Administrative fees:**

I am also happy to assist you with administrative matters that may relate to your health. There is a minimum charge of \$25 for services such as filling out forms for employers, insurance companies, disability, etc. This also applies to completing physical forms if they must be filled out outside the office visit scheduled for the physical itself.

Time I spend personally communicating with attorneys, disability determination committees, insurance personnel, or in case management of complex issues requiring extensive review of medical records and/or discussions with previous physicians, will be billed at a rate of \$180/hr.

**Insurance:**

Please call us for information on the insurance companies we are contracted with. **You are responsible for checking with your insurance company to make sure that I am a covered provider on your particular plan.** *I do not accept Medicaid or Medicare, however, I can see Medicare patients on a private pay basis after executing a legally required private contracting agreement between me and the patient.* “Medi-Gap” and secondary insurance plans **will not** cover my services since I have “opted out” of Medicare.

I have read, understand, and agree to the above.

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Please print your name

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Signature

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Date