

SALUS INTEGRATIVE MEDICINE, PC COMMUNICATION POLICY

Fax: 814-746-4684

How I would love to accommodate each client with all my time and energy. All clients are so important and special. Unfortunately, my time is finite and communication for reassurance, new questions, thoughts or encounters must be limited.

While all clients and her/his questions are important, many can be handled in a *scheduled* appointment. As always, any urgent, emergent or serious concern requires a phone call at any and all times. Most clinical thoughts, concerns, questions or clarifications should take place face to face in the office, a scheduled secure video or phone call to better serve your needs and to give you the attention necessary. If you have questions following an appointment, please feel free to email through your ChARM account or call if the question is urgent, otherwise, please book an appointment with Dr. Mainier. No emergent/urgent issues should be emailed but should be phoned.

From this date forward, the following phone/email policies will be implemented:

- Phone and Email communication *between visits* will be limited to 4.
- Emails should take place through your ChARM account to allow for secure communication.
- Emails via drmainier@drlisamainier.com will no longer be accepted for clinical questions, thoughts or concerns as this is not completely secure.
- Emails should be limited to straight-forward questions, clarifications or thoughts to be considered at next appointment.
- A \$25 fee will be charged for each phone call (excluding emergent/urgent) or email over 4 per time period between appointments.

Any email or phone call that results in new orders (labs, Imaging etc.) change in Care Plan, lab reviews, amended note, other action or requires phone follow up, will incur an "Encounter " charge based on fees outlined below, *regardless* of number of emails/phone calls between visits. These types of "communications" are truly *encounters* and are documented as such.

The following charges will be implemented **beginning June 1, 2018:**

	Yearly Membership*	6-Month and Non-Membership**
Email/Phone greater than 4 (requiring less than 15 minutes of time) between scheduled appointments. <i>This is the same fee for cancellations, missed appointments and re-scheduling more than 2 times.</i>	\$25	\$25
ANY 15-Minute Phone/Email (regardless of number)	\$30	\$60
ANY 30-Minute Phone/Email (regardless of number)	\$60	\$95
ANY 60-Minute Phone/Email (regardless of number)	\$125	\$190

*Includes only active Single/Couple **Yearly** Memberships.

**6-month, Mini-Memberships and Non-Members

A bill for services will be mailed to you and placed in your ChARM account and will be due as soon as it is posted. No new appointments will be made until payment is made in full.

I sincerely apologize for any inconvenience and I continue to welcome all thoughts, questions and concerns in a manner that respects everyone's time and resources. Be well. Dr. Mainier

Please sign below:

Client (or client's Legally Authorized Person) signature:	
Printed name:	DATE: