

FAQ sheet and Patient portal information:

- If you do not yet have access to the Patient Portal please contact Amy at front office and she can assist you with this or mention it at your next visit. www.patientfusion.com to register and enroll. Follow the 4 steps.
- The portal is for **NON urgent/emergent** questions related to your care.
- Starting the new year for HIPPA compliance we will no longer be answering patient questions via email or text.
- Please read the entire FAQ sheet PRIOR to reaching out, your answers may be in this document uses for portal.
- Belmar and Wells refills- please contact your pharmacy for refills (see pharmacy facts below) Please be advised you can get a refill at the pharmacy for all medications even if you do not have refills, they will contact us, and we will authorize or deny.
- Nonurgent/simple clinical questions- Please message Erin via Patient portal. Any lengthy messages of more than two sentences will be scheduled for a phone visit at the cost of \$75 and you will be contacted to schedule an appointment by Nicole. Please use this as a simple means of communication for medical questions
- Changes in appointment/ rescheduling/labs- Please direct to Nicole Via the Patient Portal. Please understand our goal is to stay on time and make sure you get the visit time you deserve. Please refer to the financial sheet for any questions.
- If you want to schedule an aesthetics appointment with Marissa you may request a time via the patient portal with her, and we will get back to you if its approved.

Emergency contact: ● If you feel you are having an emergency please contact 911.

- Post pellet complications (IE warmth, pain, redness) should be directed to the phone number on the sheet provided for you, not to the office phone.

Labs:

- Labs are typically ordered through Quest and LabCorp and Rupa labs is also an option.
- **As the patient you are responsible for your bill. Any billing questions should be directed to the lab.** We at Revive Wellness are not associated with these 3 agencies and have no involvement in pricing or billing.
- If you do NOT have insurance, we have a third-party option RUPA to order labs. Please let us know this at the time of your visit. There is only ONE local draw place in Bluffton at 167A Bluffton Road. Instructions are provided once your kit is ordered, and ALL billing is done through RUPA not the office.
- INITIAL testing can take 3-4 weeks to return from the time you get your testing done. Nicole checks this daily, and she will get you scheduled once all your results are finalized.

- We watch lab results daily and once ALL your testing is in, including saliva, stool etc., we will then book your next appointment. Nicole will be in contact to schedule the appointment there is no need to contact us prior.

Saliva kits:

- If you receive a saliva kit, please follow the instructions in the kit.
- Please do NOT mark any additional testing other than the one marked for you.
- This kit is not covered by insurance any longer it is a cash pay test only charged at the time of the visit
- It typically takes 1-2 weeks from the time you send in your kit.

When do I test?

- Please test according to the instructions given by the provider the day of your visit.
- For patients on thyroid medications; Hold your morning dose of thyroid medications, go have your blood drawn, then take your medication.
- Thyroid and hormones are best drawn prior to 10am.
- We suggest you book an appointment with LabCorp and Quest ahead of time.

Detox related questions?

- How often can I detox? Detoxing is recommended once a quarter for patients, or at least once a year. The weeklong detox can be done back-to-back to equal 2 weeks.
- What can I eat? Please follow the suggestions in the booklet provided. We recommend avoiding alcohol, gluten, dairy, and processed/fried foods.
- Do I fast? The booklet states to fast the first 2-3 days (meaning only the shakes) we do NOT recommend this. We recommend you eat a meal with the shakes and healthy snacks if we feel hungry
- Do I take my other supplements? We recommend continuing PRESCRIPTION meds only and holding all supplements for the week of the detox. The detox will provide most if not all nutrients necessary. You may continue your probiotic if on one and digestive enzymes as well.
- Please refer to the booklet included for further questions.

Local pharmacy medication refills:

- If you need a refill of your medications from your local pharmacy, please contact the PHARMACY directly and request a refill. If you have no more refills the pharmacy will contact us, you do NOT need to call the office directly. Compound pharmacy medication refills: Belmar, Wells, Bluffton and Beaufort pharmacies.
- Please contact Amy front office via the patient portal if you have any questions about your medications, all dosages will be on the bottle if you are unsure how to administer your medications, please ask the Pharmacist. The pharmacy will collect payment for medications, the only medication that the office collects is sterile drugs.

- For those patients in **NC** that use Carolina Compounding, please contact the PHARMACY directly at 704-540-4330.

- Please be aware on when you will need a refill, we recommend requesting a refill at least 2-2.5 weeks prior to running out, these are compounding pharmacies and they have to make your medications very different from over the counter.

How do I apply my creams?

- For creams make sure to apply to the inner or outer thighs directly and rub in for a full minute switching spots each day.
- Creams can also be applied vaginally to the outer labia or inserted vaginally up to the first knuckle.
- They may be applied at daytime or night depending on your preference.
- Vaginal application we recommend nighttime.

Progesterone:

- Progesterone works to produce GABA receptors which in turn helps you with sleep.
- Make sure you are taking your progesterone at NIGHT time only.
- We recommend 2-3 hours prior to bed. If you take it late at night this can cause drowsiness the next day.
- It will make you feel relaxed and tired this is a DESIRED affect NOT a side effect.

How do I perform my injections:

- When your medication is ordered all your supplies will come with you.
- Injections are intended for Subcutaneous injections, meaning into the tissue not the muscle.
- Cleanse the area you are injecting.
- Draw up your medications.
- Hold the needle at a 45-degree angle into the skin (abdomen is recommended) and inject slowly.
- If you not bruising hold pressure for a minute or so to minimize.

Thyroid Medications:

- Thyroid medications are to be initiated and titrated slowly.
- Close follow up of your labs is needed when initiating therapy.
- Please make sure to get your labs done in the timeframe suggested, typically 4-6 weeks post initiation.
- If you note worsening anxiety, palpitations, tachycardia for >3-4 days, please contact Erin via the patient portal.

When do I start my progesterone if I'm still cycling:

- This will depend on your individual instructions given by your provider.
- DAY 1 of your cycle is the FIRST day you bleed, count out to the desired day and start your medication that NIGHT.
- If you start your period, STOP the progesterone and that's your new day 1.
- Resume on the intended day, example day 12-26.
- It may take a few cycles to normalize, that is normal. Continue to take your medication as prescribed to the best of your ability.
- A cycle of 25-35 days is normal. If it is less than 21 days or over 35 days for 2 or MORE cycles, then contact Erin via the Patient portal, this is NOT emergency or even urgent, she just may want to adjust your medication.

When I will start feeling better:

- When initiating therapy every patient is different.
- It can take several weeks and for some a month for your hormones to normalize and depends directly on your therapy prescribed.
- Having water retention, change in moods (good or bad), mild breakouts, more or less energy is COMPLETELY NORMAL for the first several weeks.
- Things will settle out and we will continue to adjust to get your dosing perfect, this is the importance of follow ups.
- PLEASE give your body the 6 -8-week time period we have allotted to adjust, this is why your appointments are scheduled out in this time frame and we will discuss changes that need to be made at that time. Because hormones need time to adjust, changes in dosing are not typically made prior to the 6-8 week follow up.
- This is a journey, and we will get your formulation right, please be patient and get ready to feel better!

How do I take my thyroid meds

- Thyroid meds are to be taken first thing on an empty stomach.
- Wait 30 minutes prior to eating or drinking anything except water.
- If you take Cytomel or Liothyronine twice a day, make sure the second dose is prior to 1pm and on an empty stomach as to not disrupt sleep.

What if I miss a dose of my medication?

- If you miss a dose of your supplements, medications, or hormones do not double up on the dose.
- Resume the next day as prescribed.
- If you normally take supplements in the AM and forget you can take them in the evening minus anything with an adrenal glandular as that can disrupt sleep.

● **NOTE:** If you are a woman on estrogen and you miss a dose of Progesterone, this may cause you to spot. That is normal, and there is no need to panic. If it continues, please contact Erin via the PP If am post menopause and started bleeding.

- If you have NOT had a period in > than a year and are on estrogen and progesterone and have started bleeding, please contact the office via the patient portal direct message to Erin.
- This is NOT emergent but does require attention and communication with the provider.
- If you spot (light brown or red blood) for several days after Initiating therapy or after increasing your dose of medication, THIS IS NORMAL. No need to contact us for this. Your body is just leveling out and will stop.
- Make sure you have NOT missed a dose of your progesterone as this can prompt spotting and is likely the cause. If it continues, then message via the Patient portal.

My cycles are irregular:

- There are many things that can throw your cycles off including stress, hypothyroid, imbalanced blood sugar, illness/infection.
- Most of the time it is not your hormones, but rather these above factors.
- One month of an irregular cycle with any of the above factors is not abnormal. If it continues for multiple cycles in a row (2 or greater) then contact the office via the patient portal. Otherwise please track your cycles and we will discuss it at your next visit.

When will I follow up?

- Your follow up appointment will be scheduled in office according to the time frame given by the provider.
- Initially we will set up a 6-8 week follow up typically via phone to follow up, you may need labs for this if so, those are ordered at the time of your visit
- On average hormone replenishment is needed every 3-4 months and you will be scheduled accordingly.
- If you have labs, it is your responsibility to make sure you get your labs drawn PRIOR to your appointment. If you need your lab slip sent again, please contact Nicole. She will be sending out a reminder to have your blood drawn.

Bluffton Pharmacy: 843-757-4999

167B Bluffton Road, Bluffton, SC 29910

Carolina Compounding: 704-540-4330

7825 Ballantyne Commons Pkwy, Charlotte, NC 28277

Beaufort Pharmacy: 843-379-3278

968 Ribaut Rd #1, Beaufort, SC 29902

Belmar pharmacy for non-sterile: 1-800-525-9473

Who do I message?

Erin G. Clinical concerns.

Marissa R-Aesthetics and weight loss concerns.

Nicole P-scheduling, labs and basic information needed.

Amy G-Supplement/Medication needs.

Office address:

32 Dr. Mellichamp Drive

Bluffton, SC 29910

Suite 101

P:843-802-9264

F: 855-710-7250