



Practice Policies

Getting in touch:

Current patients may contact the office via email (patients@arborvitaemedical.com), by phone during office hours at **803-560-5026**, or via the OhMD secure text messaging app. If you need to leave a voicemail, your call will be returned as soon as possible by the next clinic day. Email and OhMD messages are checked daily and will be responded to during regular clinic hours. Regular clinic hours are Monday, Wednesday and Friday from 10:00 am to 7:00 pm. On the last week of the month my hours are Monday, Wednesday and Saturday from 10:00am to 7:00pm. If your message is received outside of these hours it may take longer to get back to you, but please be assured we will respond as soon as possible.

If you would like to schedule an appointment, current patients may do so via the OhMD app or email. New patients can request an appointment via the website, via email (info@arborvitaemedical.com) or via the main office number at (803) 881-9990.

Holidays/Vacations:

Your provider does not provide care during holidays or scheduled time out of the office. Whenever possible, patients will be given advance notice of time away from the practice so that appointments can be scheduled accordingly. These dates will be listed on the website and sent out via email.

Medication/supplement Refills:

Refills should be done during the office visit, and we will give enough refills until the next visit. When you are running low, please notify us at least 48 hours before running out of medication. We do not refill any medicines after hours or on non-clinic days (with exceptions for emergencies). Please clarify medication/supplement name, dose, and quantity at time of refill request.

Please email patients@arborvitaemedical.com to request supplement refills 10 business days prior to need, as these will require time to order and ship. Provide the appropriate detailed information such as the name of the supplement(s), liquid or capsules, count, flavor, etc.

Labs and Testing

All patients are responsible for lab charges that are not included in the membership fee. We are not responsible for the fees and insurance coverage of these labs. **Please verify coverage before agreeing to or submitting the lab test.**

Late appointments & no shows

If a patient is more than 15 minutes late for an appointment, they will be asked to reschedule. We promise minimal waiting room time and prolonged visits because we value our patient's time; please value ours too. This is the only way we can ensure the delivery of a valuable office experience and prolonged visit times.

We understand life happens, and there may be an occasion when you have to miss an appointment. Please do your best to let us know before your appointment time. If a patient has a 2nd "no show" visit at any point during their membership, they will be charged a \$50.00 "no show" fee and this will apply for all no shows going forward. Again, we strive to provide accessible, affordable and attentive care to our patients so please respect these parameters. Consider the fact that if you do not show up for your appointment, there may have been another patient with an acute issue that could have been seen. Of course, we will give careful consideration to emergency issues.

Confidentiality

This clinic abides by federal privacy regulations and keeps your protected health information (PHI) confidential. Your PHI may be disclosed to plan your treatment or in determining eligibility for coverage. You have a right to review and receive a copy of the complete Notice of Privacy Practices which outlines the full policy.