



# FORT WAYNE INTEGRATIVE MEDICINE

## Friendly Reminder of Our Policies

### Patients seen by appointment (in person or Telemedicine)

We recommend scheduling routine follow-up and Telemedicine appointments in advance. For patients with an acute illness or medical concern, please call the office and we will try to schedule you for an urgent Office Visit. All visits currently are held as a Zoom video appointment. If there is difficulty in 'logging in' or you do not have access to Zoom. The providers will contact you after 6 p.m., not at your previously scheduled time

### New Patients (in person or Telemedicine)

Please arrive 15 minutes prior to your scheduled time and bring all completed forms, plus a copy of your insurance card. Forms may also be emailed to: [fwimed@gmail.com](mailto:fwimed@gmail.com) or faxed to: 260-222-2844 or bring to your scheduled Office Visit. For Telemedicine visits, please send 24 hrs. in advance. They can also be mailed to the office: 7802 W. Jefferson Blvd. #B, Ft. Wayne IN 46804. Please provide all completed forms and a photocopy of the front/back of your insurance card. Without this information we cannot see you as a patient.

### Cancellations

We ask that you provide 24 hours advanced notice to cancel or reschedule an appointment. Failure to do so will result in a \$25.00 charge for a missed appointment and \$50.00 for failure to contact our office. Medicaid patients are offered a 3-strike policy during the calendar year for appointments missed due to absenteeism or no prior notification. If Medicaid patients reach the 3-strike policy, we have the right to dismiss the patient.

### Prescription Refill Policy

All standard prescription refills should be submitted 2 business days in advance of needing a refill. If the Rx requires a Prior Authorization, please make this request at least 5 business days in advance due to

insurance processing. This ensures a higher likelihood you will receive your prescription without interruption. For compounded prescription refills please allow 3 business days from the time we receive and send the Rx to the compounding pharmacy. After 3 business days, please contact your compounding pharmacy for an Rx update.

## Lab Results

FWIM is not affiliated with any hospitals. For blood work, we recommend either LabCorp or Path Labs. If another lab site is chosen, please obtain lab results and provide them to our office, prior to your next visit. Lab results can take several days or up to several weeks for results. All bloodwork, or any other labs results will be posted to the patients' portal. Please check the patient portal before contacting our office. We encourage all patients to create a sign-in and login for the FWIM Patient Portal.

## Email Correspondence with your Provider

Email is intended for brief questions regarding your treatment plan, as agreed upon with your Provider. If you have more in-depth questions or concerns, please contact the office, and make a follow-up appointment. We are encouraging all patients to please create a sign-in and login for the Fort Wayne Integrative Medicine Portal.

## Patient Portal

Going forward email will be phased out and no longer available for correspondence. We encourage all patients to please create a sign-in and login for the Fort Wayne Integrative Medicine Portal. This will improve the response rate and provide a history of your treatment, care, and correspondence.

## Insurance and Billing

All co-pays, co-insurance and cash pay services require payment at time of visit. Any outstanding balances are due prior to your next appointment. If you have billing inquiries, please contact our office. 260-999-6924.

Fort Wayne Integrative Medicine  
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