

Abraham's Mark Wellness Center Office Policies

In an effort to serve you we at Abrahams Mark have determined that these instructions would help you receive effect healthcare. Your cooperation is greatly appreciated.

1. Patient appointments are available:

Monday and Tuesday 9am-5pm, Thursday 9am-5pm or 11am-7pm on the 2nd and 4th week of the month, 2nd Friday of the month 9am- 2pm, 1st and 3rd Saturday 9am- 2pm.

We are in the office the other days of the week for lab and other services from 9AM to 2PM

2. Functional medicine assessments provide detailed insight into the health status thus requiring patient-doctor collaboration. Please allow **120 minutes** for your scheduled appointment time.
3. Please make sure that the front desk has an updated copy of all insurance and demographic information.
4. Your appointment may be cancelled or delayed to the next available opening if you are more than **15 minutes late**.
5. Current treatment plan questions or health questions are to be initially received by our clinical staff, who will inform the doctor. The clinical staff/doctor will respond to your question within a **24-48 hour** time period. Be sure to inform the staff of acute conditions so that a response can be expedited.
6. All prescription refill request may be called to the local pharmacy who will contact this office. You may call the office to request refill. You must provide the name of the medication and dose for proper processing of request. Please indicate the pharmacy to send the refill. Request phoned into the office **after 3:00pm** will be handled on the next business day. Please allow 48-72 hours for prescription to be refill if appropriate. Prescription refill request, are not to be directed to our emergency line.

7. The emergency call line is for acute health issues only such as chest pains, and elevated blood pressures. Questions regarding current treatment plans and prescription refills will be handled during normal business hours.
8. The doctor's preferred method for lab results review is discussion in office visit as it allows for the best patient care. Those registered on the patient portal will be able to review labs in the portal. Those not signed in portal services may receive a letter if further instructions are needed.
9. If you are requesting medical records or insurance/work forms please allow **7-10 business days** from your initial request for the staff to have it ready for pick up. Be sure to complete the request form. Fees will apply.