



13126 120th Ave NE, Kirkland WA 98034  
(P) 425-398.9355 (F) 425-453-2827  
[www.DrSerena.com](http://www.DrSerena.com)

## NEW PATIENT INTRODUCTION PACKET

**WELCOME:** Dr. Serena Healthcare at Whole Life Medicine is a holistic primary care office that also provides specialized care for sexual dysfunction, healthy aging, and pelvic floor disorders. Our goal is for you to have an extraordinary healthcare experience in our office. This packet provides general information and is intended to answer any questions you may have. Please read and complete forms before your visit. We look forward to having you as a patient!

**PATIENT RELATIONSHIP:** Dr. Serena is a solo physician in practice alongside esteemed urology & urogynecology provider. She utilizes technology to facilitate confidential and timely communication between her and her patients. She has limited office staff, but they are committed to having a relationship with you based on mutual understanding, trust, and communication. Please make any suggestions you feel are appropriate.

### OFFICE POLICIES:

- **Patient Portal Engagement:** As Dr Serena is a solo physician with limited staff, it is required that her patients enroll in her Patient Portal in order to facilitate HIPPA compliant, confidential, and personal communication with her directly. She encourages her patients to complete forms online, schedule appointments, and make payments to her Patient Portal as well as utilize educational materials provided on the Patient Portal.
- **Insurance Billing:** Dr. Serena is credentialed with most major insurances. If a service is not covered you will be informed. It is your responsibility to check if Dr Serena is covered by your specific insurance plan. We have provided a form that includes questions to ask your insurance so you are clear on your benefits.
- **Telemedicine Virtual Visits:** Dr. Serena provides telehealth virtual visits for your convenience, and improved clinical care. Most major insurances now provide coverage for telemedicine visits. There is a nominal out of pocket fee if you insurance does not provide coverage for virtual visits.
- **Phone Consultation: \$50 minimum charge.** Telephone consults are on a cash basis only as insurance will not cover these services. Fees for telephone consults are \$50.00 for each 15 minutes. Brief phone calls are accepted at no charge. Messages are checked daily and will be returned within 48 hours. If there are any questions about this service, please ask at the time of the call. There is a \$50 fee for any after hour urgent pages of Dr Serena



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- **Cancellation Charge:** We understand that circumstances occasionally arise changing your plans. No charge if cancelled with a minimum of 24 hours notice. There is a \$50 fee with less than 24 hours notice. Full office fee will be charged if no notice is received.
- **Patient Follow up:** You are responsible for your own follow up as advised by your provider. We will make one attempt to contact you via our Patient Portal, phone, email or text for labs or imaging findings that are abnormal. We may send Patient Portal communication reporting normal results without a phone call.
- **Payment:** Payment for visit co-pays and/or medication and supplies is to be rendered at time of service and can be made by cash, check, money order, or credit card. There is a minimum billing fee of \$25.00 or 12% APR, whichever is greater, for account balances due beyond 30 days. There is a \$35 NSF fee on all returned checks. Patients will be held responsible for non-payment by their insurance company. Accounts unpaid by the insurance company greater than 90 days will be billed to the patient. Outstanding balances greater than 120 days will be turned over to a collection agency unless prior arrangements have been made in writing.

#### **CONSENT FOR THERAPIES THAT ARE NOT FDA APPROVED:**

- We are a multi-disciplinary facility that aims to bring you the best evidence based treatment available from multiple medical treatment strategies.
- You will be informed which therapies offered to you have FDA approval for use in your condition, and which are experimental and being prescribed off label. You will also be advised on research justifying use, and likely expected course of therapy including possible side effects.
- Botanical and nutrient therapy, testosterone replacement in women, vaginal laser and infrared light vaginal therapy, and clomiphene medication use in hypogonadal men are common treatments Dr Serena may recommend that have evidence behind their use, but which do not have FDA approved.
- I understand I will be educated on all treatments without FDA approval that are offered to me for my sexual complaints at Whole Life Medicine, and that I will be given an opportunity to have all questions answered and provide my consent freely if I select one of these therapies for my condition.

**IF I HAVE INSURANCE, I UNDERSTAND THAT I AM RESPONSIBLE TO READ MY MEDICAL BENEFIT BOOK AND UNDERSTAND IT. I UNDERSTAND I WILL BE INFORMED IF I AM INTERESTED IN SERVICES**



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**THAT DO NOT HAVE INSURANCE COVERAGE. I AM RESPONSIBLE TO PAY ANY EXPENSE DUE AT THE TIME OF SERVICE. I AGREE THAT I AM FULLY RESPONSIBLE FOR THE TOTAL PAYMENT OF ALL PROCEDURES PERFORMED IN THIS OFFICE. THIS INCLUDES ANY TREATMENT THAT IS NOT A BENEFIT OF ANY MEDICAL INSURANCE THAT I MAY HAVE.**

I, \_\_\_\_\_ agree to the above defined financial policies and consent for non-FDA approved therapies at Whole Life Medicine, PS. In the case of default of payment, I am responsible for full payment of the balance, interest accrued, and any collection costs and legal fees incurred to collect on this account. I have read, understand, and accept the information and conditions specified in this document.

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Client Signature

Print Name

Date