



Practice policies

Getting in touch

Non-urgent matters:

Current patients may contact the office anytime via text or phone at **803-560-5026** for non-urgent needs or requests. If you need to leave a voicemail, your call will be returned as soon as possible. You may also send a message via email at info@arborvitaemedical.com. Regular office hours are Tuesday, Thursday, and Saturday from 10:00 am to 7:00 pm. 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.

Urgent matters:

Shawnie can be reached via email at info@arborvitaemedical.com or via text/phone at **803-900-3166** if the matter is **URGENT outside of regular business hours** in which you are trying to determine if you need to go to an urgent care facility.

- Please note: There is always the possibility that your provider may not be able to respond to all emails or call outside of business hours within a time that you may need attention. Therefore, if the issue is of a serious nature or life threatening, please visit the nearest urgent care facility or call 911.

If you would like to schedule an appointment, current patients may do so via the patient app or any of the communication methods above. New patients can request an appointment via the website or via the main office number at (803) 881-9990.

Holidays/Vacations

On the occasion that the provider is out of town, she may still be reached via the methods above for urgent matters. Having access to your provider via video chat, email/text and phone is one of the many benefits of direct primary care. If your provider deems that the situation requires an in-person visit, you will be directed to go to urgent care. Whenever possible, patients will be given advance notice of time away from the practice so that routine matters can be handled accordingly.

Medication Refills

Refills should be done during the office visit, and we will give enough refills until the next visit. When you are running low, this is a reminder that you are probably due for a visit. We do not refill any medicines after hours or on non-clinic days.

We require 48 hours notice for medication refill requests (we will always consider an emergency situation to the best of our ability).

Please clarify medication name, dose, and quantity at time of refill request .

Please call 803-560-5026 or email avholistic@gmail.com to request supplement refills 10 business days prior to needed, 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 of 30 – 60 minutes.

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.