



Between the Bridges Healing Center

The leading-edge of the new preventive medicine

Communications Policy

Patient Portal Policy

Our goal is to be reasonably accessible to our patients while being respectful of Dr. Kotulski and all other providers full in office schedules, and their family time. For urgent correspondence please utilize the patient portal. **Portal questions (outside of clarifying questions from a recent consultation/visit) that require a response from the Doctor also require medical chart documentation, and will be subject to a nominal fee (1). This fee will be charged to the credit card that we have on file for this purpose.**

All support staff are available through the patient portal and will respond to inquiries within 2-3 business days upon receipt of a message. Please utilize support staff for non-urgent inquiries.

Phone Consultation Policy

Consultations by phone are placed on the schedule and your Providers will make every attempt to appreciate your time. In office needs (that require intervention) will supersede any phone schedule, so please take that into consideration when scheduling. **Any and all phone consults also require medical chart documentation, and will be subject to a nominal fee (2). This fee will be charged to the credit card that we have on file for this purpose.**

Prescription Policy

Refill requests should be submitted to your pharmacy at least 72 hours prior to need. Some prescriptions cannot be filled over the phone and require an office visit (per law). Prescriptions filled outside of this process will incur a nominal fee (3)

Appointment Cancellation Policy

To avoid a cancellation fee (4), please notify us through the patient portal or over the phone no later than 1 business day prior to your scheduled appointment. This allows us to schedule another patient who may be waiting for an opening. Your consideration helps us both. 3 "no-call, no-show" incidents will prompt a deposit for any subsequent appointments.

Fee's

- (1) Patient Portal responses: \$75.00 Dr. Kotulski.
- (2) Phone Consultations: \$165.00 brief, \$225.00 extended, \$275.00 half hour.
\$50.00 deposit is required to hold the appointment. Balance due on the day of consult to be paid by credit card.
- (3) Prescription refill fee: \$60.00 - new Rx outside of an appointment.
- (4) Cancellation fee - less than 24 hour prior notice or No Show: \$50.00; IV Therapy - \$55.00 or full price if we are unable to use prepared IV for another client.

I have read and understand the communication policies described above. I agree to comply with these policies.

Signature

Date