**Patient Handbook Cerbo 19-7**

Great Lakes Vital Health's staff is committed to providing you with quality health care and fostering a relationship built on trust. We welcome you as a patient and look forward to getting to know you. The purpose of this patient handbook is to answer commonly asked questions about our office policies and to outline some important details. Please read and electronically sign the bottom of this handbook before your first appointment.

**Initial consultations and follow-up visits:**

We schedule your initial consultations for 60 minutes and suggest you arrive 15 minutes before your scheduled appointment time to take care of administrative needs. When you register on-line, you will be prompted to complete some important documents in addition to this one. These are required prior to your initial consultation and take some time to complete, so we strongly request you review and complete them well before your appointment date. Follow-up visits are typically scheduled for 30 minutes. Follow-up visits duration for consultation and treatments vary and you will be given the time necessary for each appointment when you schedule these appointments. Any forms required but not yet completed will need to be completed in the office prior to being seen and may shorten your time with the doctor, so please arrive accordingly. You will be sent appointment reminders, using the option you chose during your on-line registration (e-mail or SMS text) however; it is your responsibility to remember your scheduled appointment date and time. We cannot guarantee the messages we send will arrive due to invalid e-mail addresses, e-mail server issues, spam filters, or service interruptions.

**Cancellations and missed appointments:**

We are typically scheduled six weeks in advance and have a waiting list of patients that would like to get in sooner. If you need to cancel an initial appointment please provide us notice at least 2 business days prior to your appointment, and at least 1 business day notice for follow-up appointments. When an appointment is cancelled or rescheduled without required notice, our staff will attempt to fill the appointment time from our waiting list of patients. If we are unable to fill the appointment, you will be charged for the appointment and your appointment will not be rescheduled until this fee is paid. All cancellations or rescheduling requests must be made by phone to our office. Phone messages are electronically dated and time stamped and will be accepted within the aforementioned time periods.

**Late appointments:**

Please leave in plenty of time to allow for traffic, parking, or other difficulties that may prevent you from arriving in our office in time for your appointment. If you are running late, the minutes you are late will impact your appointment time by that amount of time, although the cost of the appointment is based on the scheduled visit. For example, if a 30 minute follow-up visit is scheduled and you are running 10 minutes late, your time with the doctor will be squeezed into the remaining 20 minutes and the cost of your appointment will be for the 30 minute follow-up as it was scheduled. If an event where Dr. Troiano is running late due to an unforeseen emergency, we will attempt to notify you. You will still receive his attention for the full allotted time, as soon as he is available. If it becomes necessary to reschedule your appointment, of course there is no charge to you and we will accommodate your new appointment request as we are able.

**Phone Calls:**

Our office hours are Monday - Thursday 10:00am - 5:00pm, and Friday from 1:00pm - 3:00pm. We are closed on holidays. Our office phone number is (414) 446-5389. Our patients are our top priority, and we strive to address your health questions and concerns as they come up. The on-line patient portal allows you to send secure and HIPAA compliant messages to Great Lakes Vital Health day or night, however: please understand that we monitor these messages during normal business hours and we will respond as soon as possible. If you have an emergency, please call 911 or go to the closest emergency room.

**E-mails:**

Great Lakes Vital Health uses a third-party vendor to manage and send e-mails to our patients and we store these e-mail addresses for communication between our practice staff and you. It is important that you update your e-mail address through the patient portal if it changes. This address is never used for any other purpose than to communicate with you.

**Patient Portal and Electronic Messaging:**

Regular e-mail is not secure, encrypted, or HIPAA compliant so written communication between you and our office staff will be through our secure, HIPAA compliant, encrypted, web-based electronic messaging system. Messages you send via the patient portal and on-line account are incorporated in your permanent health record. Once a message is made part of your record, it will be accessible to current and future Great Lakes Vital Health staff members who are involved in your care. If your Great Lakes Vital Health clinician is out of the office or unavailable to respond, messages sent may be routed to other authorized clinicians within Great Lakes Vital Health in order to facilitate a timely response to your request or question. While you may receive Internet e-mail notifying you of new messages in your account Inbox, these e-mails will not contain any personal health information.

**On-line ID and Password:**

Your unique on-line identification (username) and password is used to access your health information at Great Lakes Vital Health. Inquiries and entries that I make will be logged with my identity. It is extremely important that you keep your on-line username and password to your account completely confidential. If at any time you feel that the confidentiality of your password has been compromised, you need to change it by going to the reset Password link on the website. I understand that Great Lakes Vital Health takes no responsibility for and disclaims any and all liability or consequential damages arising from a breach of health record confidentiality resulting from you sharing or losing your password.

**Insurance billing:**

As a courtesy to you, Great Lakes Vital Health will provide a super-bill, with procedure and diagnosis codes for you to submit to your health insurance provider, but we do not contract with health insurance providers and do not bill health insurance directly. Dr. Troiano's effective approach to optimal aging medicine and healing of mind, body and spirit falls outside of the insurance industry "standard of care" designed to increase health insurance profits and limit their exposure. Many patients do receive health insurance reimbursement for some of their treatment, as well as lab tests, and prescriptions, depending on their insurance plan.

If Dr. Troiano or Great Lakes Vital Health staff is required to cooperate with your insurance company or your insurance company requires part of your patient record, the will be a $50 handling fee.

**Release of Records or Lab results:**

Great Lakes Vital Health is happy to fax chart notes or lab results to another physician at standard charges to you as set by the State of Maine, per your request. Your lab results will be available to you via your patient portal after Dr. Troiano has reviewed them with you.

**Treatment consents:**

I understand that there may be treatments recommended and performed by Dr. Troiano and I will receive a specific informed consent prior to a procedure.

**Patient Rights:**

Review patient rights and processes at the [U.S. Department of Health and Human Services](http://www.hhs.gov/ocr/office/index.html).

I have read and understand this patient handbook. I understand that it is my responsibility to ask Dr. Troiano questions or voice any concerns that I may have regarding these or other policies. My signature indicates that I accept the above policies.