



29995 Technology Drive Suite 201
Murrieta, Ca 92563
Telephone: (951) 461-3021
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Office Policies and Procedures

Welcome to Our Office.

An Optimal You specializes in Integrative, Regenerative, and Concierge Medicine. Dr. Laurie Blanscet, D.O., is the medical director and founder of An Optimal You who is a board-certified family physician who has always had a great interest in preventative medicine. She has had additional training and has been fellowship trained in preventative/integrative medicine. Sharon Ackerman is a board-certified physician assistant who has had over 20 years' experience in personalized health care. Emily Stadick is a board-certified nurse practitioner with 25 years' experience as a paramedic and registered nurse (before becoming a nurse practitioner) who loves integrating all the healing modalities when treating her patients. Dr. Blanscet, Sharon Ackerman, and Emily Stadick are dedicated to facilitating optimal health by finding the root of health problems and help people lead healthier lives through integrative medicine. The focus of this practice is the prevention of disease and optimization of your health. We focus on anti-aging, hormone replacement, and helping you to prevent and treat all major medical illnesses through our concierge medicine. Please ask any of our staff members if you have a question about the medical services offered. The office hours are Monday and Thursday from 9:00 am to 5:00 pm, Tuesday from 9 am to 5 pm and Wednesday and Friday from 9 am to 1 pm. We are closed for all major holidays.

Appointments:

Appointments are prearranged. Your appointment time is reserved exclusively for you. **All new patients, please arrive 30 minutes early for your appointment. Once you are an established patient, please arrive 15 to 10 minutes prior to your appointment so that you may be seen on time.** Late arrival may affect the time that the provider can spend with you. If you **need to make any changes to your appointment**, we require at least a notice of 2 business days (a business day is Monday-Friday during office hours, non-holidays). Failure to give us 2 business days' notice prior to your appointment will result in possible incurring fees (Of course, we do understand significant emergencies and encourage you to contact our office immediately if an unforeseen event occurs and we will evaluate your situation on an individual basis). Missed appointments (no notice or less than 2 hours from your appointment time) will also result in incurring fees. Repeated short notice cancellations or missed appointments may result in discharge from the practice. When you cancel appointments with a reasonable notice, we can better accommodate other patients. We do not take walk in appointments, except on a truly emergent basis. Please understand that sometime unforeseen circumstances occur, and you may need to wait to be seen. Rest assured that we will not shortchange your appointment and adequate time will be spent with you.

Fee Exception: Concierge Wellness evaluations: we greatly appreciate a 2-week notice if needing to cancel your wellness evaluation.

Coverage/Emergencies:

If you have an emergency, please call 911 or go to the nearest Emergency Room. Have someone notify our office and/or Dr. Blanscet/Sharon Ackerman/Emily Stadick if you go to the emergency room by contacting our office.

Concierge patients: If you feel that you have an afterhours urgent medical issue that needs addressing within 30 to 60 minutes that Dr. Blanscet/Sharon Ackerman can help you with by phone—please call the Concierge emergency phone number given to you when you established with our practice. If you have an after hour's medical question or concern that cannot wait until the next business day, but can wait a little while for a response, please text or call Dr. Blanscet/Sharon Ackerman on their regular cell phone numbers. During business hours, please contact our office for urgent, but not emergent issues.

Hospitals:

In order to provide you with the best hospital care our office works with a hospitalist group (Doctors who specialize in hospital care). Please be sure that we are informed of your hospitalization so that Dr. Blanscet can coordinate your care.

Medical Records:

Records are stored for seven years as per legal requirements. If you leave our office, copies of records will be transferred to other physicians upon receipt of written notification from you. If you wish to have a printed copy, there will be a charge for medical records based on the number of pages that need to be copied. You are expected to provide the office with at least a 2 weeks' notice for records and pay any required fee in advance. There is no charge to copy records for doctors that we have referred you to.



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Referrals:

It is ultimately your responsibility to ensure that your insurance company is a contracted provider for the facility (specialist, laboratories, and radiology) where you are being referred. However, we will try our best to send you to contracted providers. This office will not be responsible for any charges that result from you going to a non-contracted provider or facility.

Billing/Insurance for Concierge Patients:

All costs of the Concierge wellness evaluation are covered completely by your Concierge membership. Most appointments are billed to your insurance company if you are Concierge member. Co-payments, percentages, and deductibles are due at the time of service for appointments other than the Concierge wellness evaluation. If you are unable to pay your co-payment at the time of service, there will be a five-dollar charge to cover the cost of billing you. The office bills various insurances for all Concierge patients such as Medicare, Blue Cross/Blue Shield, United Health Care, etc. It is your responsibility to ensure we are in network with your insurance. This office does not bill motor vehicle or worker's comp. insurance. Concierge patients are responsible for the office visit charges if the insurance does not pay for the office in a timely manner, or does not cover a service, however we will make every attempt to obtain payment.

Non-Concierge patients are responsible for the full payment of all services rendered at the time of service. An Optimal You does not bill, provide, or response to insurance companies for Non-Concierge patients due the scope and manner of services being render. Please refer to the Service and Financial Agreement for further details.

Bounced Check Fees:

A fee of \$25.00 will be charged, in addition to the original fee, if the check is returned unpaid. Future payments will need to be made by cash or credit card.

Discharge from Practice:

An Optimal You strives to create a pleasant working environment. We understand that there are times when you will be frustrated and upset—due to illness or personal reasons. We will make every attempt to help you. However, this practice under no circumstances will tolerate physical or verbal abuse for any reason. Abuse in any form is grounds for immediate discharge. If you feel that your medical requests are not being met in a professional or timely manner, please bring them to our office executive manager's attention or to your provider at your next office visit. You may also leave us a detailed phone message at extension 2007 or send us an email at maria@anoptimalyou.com.

If you have any questions concerning our office policies and/or procedures, please contact our office to discuss them with our office executive manager.