

## **WELCOME TO OUR PRACTICE**

Dr. Bob and Lynda opened this office in December 2002 and have steadily grown busier. Our mission is to provide a blend of the best in conventional family practice with some of the best complementary medical therapies. Dr. Bob has used complementary therapies for over 30 years both in Ontario and here. We believe that it is very important to utilize good dietary habits, exercise, supplements and hormone support where indicated to provide the body with the tools to remain as healthy as possible. Our goal is to help you die young as late in life as possible. We seek patients who share these beliefs and goals.

### **SPECIAL INTERESTS**

Dr Bob has had a long interest in the following problems – chronic pain, headache, chronic fatigue, fibromyalgia, hormone imbalances, thyroid and adrenal problems, irritable bowel syndrome, weight management, diabetes, high cholesterol, autoimmune disease and heart disease.

Alongside medications he may suggest you consider acupuncture, vitamins, supplements or dietary changes.

Dr. Bob welcomes questions about any new therapy, drug or supplement you have discovered and wish to discuss.

### **KEEPING UP TO DATE**

Dr. Bob is Board Certified in Family Practice and also certified by the American Board of Holistic Medicine. He attends medical conferences every year, reads widely about new medical therapies, both conventional and complementary, and maintains regular contact with a number of the leading physicians using complementary therapies across North America.

### **APPOINTMENTS**

We are busy in the office every day and especially in the winter months due to increased infections in our patients. We leave room every day for some same day appointments. We'd appreciate it if you would call early in the morning if you wish to be seen the same day.

We also try to contact each patient one day before their scheduled visit. Patients who do not show up for their appointment and who do

not call ahead to let us know they are not coming, may be charged a fee for not showing up and wasting office time that could have been used by another patient in need. Repeated failure to show up for your appointments is grounds to no longer accept you for care.

Our practice is so full we are accepting fewer new patients. We no longer accept any Medicaid patients or any new Medicare patients. We will see patients without insurance provided they keep their account current by paying at the time of each office visit.

We do appreciate the people you often refer to us, but at certain times of the year we may be closed to any new patients due to patient volumes in the office. We often see 45-50 people a day and that is the maximum we can handle and stay healthy ourselves.

Lynda pre-screens all potential new patients and will decide whether we can accept them or not.

Although we do see some children of our current adult patients, we do not accept new children from the practices of the pediatricians here when we do not look after their parents.

### **COLLECTION POLICY**

If you do not keep your account current or arrange a suitable payment method with us, we will give you no more than 60 days to pay your account in full after insurance has notified you and us of your responsibility. If you fail to do so after notice from the office, then we will send you to our collection agent. Once you have been sent to collection, we no longer will accept you back for medical care. We believe that it is important that you care enough about our rather unique and special care to keep your account in order, or we no longer can care for you.

### **CO-PAYMENTS**

We do bill your insurance. We expect your co-payments will be paid on the day you see us. We accept cash, cheques and credit cards in payment. If you do not have your co-pay when you arrive for an appointment, you may be asked to come back when you do have the copay.

## **UNCOVERED SERVICES**

Insurance companies are reducing their coverage for your health care needs more and more as a way to manage their costs. Some injections, blood tests, vaccines, hormone injections, acupuncture, etc are not covered by some insurance companies. We will advise you of this if possible at the time of your visit so you will not be surprised by a notice from us or your insurance company that you have to pay for the full amount of that service. It is your responsibility to know what your insurance company does cover for your care.

## **FORMS & MORE FORMS**

Although we fill out disability forms, medical necessity forms, prior authorization forms, etc. this does take a lot of time, especially when we may have one staff person sitting on hold for 45 minutes waiting for an insurance company clerk to respond. We can charge you for these services. We also willingly field all your phone calls and need your cooperation to make your phone call as efficient as possible. Please have the drug prescription details including pharmacy, name of drug, strength and quantity ready before you call. We may need 24 hours to process your request, pull your chart and call your pharmacy. Mail-order refills can take more than 24 hours. If asking for an appointment, please decide before calling what day and time works best for you.

## **PRESCRIPTION REFILLS**

Some medications require written prescriptions and cannot be refilled over the phone. This group includes medication for ADD/ADHD, certain narcotic pain medications and appetite control drugs. We are required by the DEA to maintain accurate records of regular office visits to monitor your use of these medications and we will tell you how often you must come to the office for refills. In between these visits you may call us and ask us to prepare a written refill. We are legally allowed to charge for these refills as records of each refill must be carefully maintained.

We ask that you see us in the office at least every 6 months if you are taking regular medication for blood pressure control, cholesterol reduction or psychiatric medication. If you are on narcotic medication for chronic pain, you will need to see us more often to satisfy DEA requirements.

## **AFTER HOURS**

There is a fully-staffed ER available 24/7 at the hospital and you can always be seen for an emergency there after hours or even during the day if we have a full office. There is a call system here between the four primary care physicians and if the office is closed, please call SouthWest Medical Center at 620-624-1651 and contact the doctor on call for our practice.

## **DISCLAIMER**

Many of the treatments, drugs and supplements Dr. Bob uses daily may be considered "off-label" by conventional physicians and the FDA. We will gladly show you the research support for any treatment we suggest to you on request. We will also alert you to any potential risk of using these treatments, although in general such treatments are much safer than most FDA-approved drugs.

No statement that Dr. Bob makes in the office or in his writings has been reviewed or approved by the FDA.

Dr. Bob has no financial connections to any drug or supplement manufacturer.

***We always welcome your questions, comments or suggestions.***

***Dr. Bob & Lynda Sager***

***620-626-7080***