

Registration and Agreements

AUTHORIZATION FOR MEDICAL, HEALTH AND/OR NUTRITION SERVICES:

Pursuant to this Client Registration Agreement, I/we authorize Diabetes and Wellness Clinic LLC and/or D & W Integrative Care LLC to administer such medical, health care and/or nutrition services, treatments and procedures for me or my family member as deemed appropriate and necessary under the applicable circumstances. I/we understand that he will prescribe an integrative program that may include conventional health care, nutritional therapies, functional medicine and other elements of integrative medicine. I/we understand that if any explanations as to benefits and/or risks and dangers of the prescribed treatments or services are unclear, it is my responsibility to ask for clarification before giving my consent. I/we understand that there are no warranties, representations or assurances of successful outcomes for me or my family members. Nevertheless, I/we desire to pursue integrative medical treatment or nutrition services for myself or my family members after reviewing the information herein and receiving answers to any questions related to this Agreement. As a patient or family member seeking medical, health care and/or nutrition services, I/we understand that I/we are ultimately responsible for selecting and approving recommended treatments and services (or rejecting recommended treatments/services). I/we will report to Diabetes and Wellness and/or D & W Integrative Care any matters arising out of treatments or services and schedule an appointment to conduct appropriate follow-up. I/we will promptly seek medical attention from Diabetes and Wellness and/or D & W Integrative Care or another medical facility if any of us experience any unanticipated effects associated with treatments and services or if the treated condition worsens. If a medical emergency arises, I/we will call 911 or visit the nearest hospital emergency room. I/we understand that Diabetes and Wellness and/or D & W Integrative Care does have a provider on-call at all times if needed urgently.

TELEPHONE AND EMAIL CONSULTATION POLICY :

Diabetes and Wellness and/or D & W Integrative Care checks telephone and email messages during business hours and responds to them on a regular basis throughout the week. Please leave non-urgent messages only, and please allow up to 2 working days for response. If your questions and/or concerns are more complex, a follow-up appointment will be requested. If you are experiencing a medical emergency, please call 911 or go directly to an emergency room. In general, Diabetes and Wellness and/or D & W Integrative Care does not follow-up with telephone messages and/or emails that occur after hours, on weekends or holidays. By sending an email, I/we acknowledge and agree that a prompt reply is NOT required or expected and acknowledge that I/we will not use email communications to deal with emergencies or other time sensitive issues. I/we also understand and agree that email communications (outside of the secure patient portal) may not be secure and the confidentiality of emails cannot be assured or guaranteed, but agree that this is my/our risk with respect to all email communications. Diabetes and Wellness and/or D & W Integrative Care may keep copies of email communications, and such messages may be included in the health record.

HEALTH INFORMATION RELEASE AUTHORIZATION AND PRIVACY PRACTICES :

Diabetes and Wellness and/or D & W Integrative Care is permitted by applicable federal and state privacy laws to use and disclose my/our protected health information (PHI) for treatment, payment and health care operations and for other purposes as required or permitted by law. Our Notice of Privacy Practices, as it may be amended from time to time ("Notice of Privacy Practices"), is available on the website, by email upon request or in person at the office. I/we authorize Diabetes and Wellness and/or D & W Integrative Care to release my/our medical records in connection with treatment, payment for services and its health care operations and as provided in the Notice, which is incorporated into this Agreement by reference. I/we understand that the Notice may be modified or amended on the basis described in the Notice. I/we also authorize any physician or health care provider to release their protected health information records to Diabetes and Wellness and/or D & W Integrative Care. This authorization extends to my protected health information records, if applicable.

COMPLAINTS, COMMENTS AND QUESTIONS :

Diabetes and Wellness and/or D & W Integrative Care is committed to providing quality care and resolving favorably any complaint, problem, question or unsatisfactory experience that might occur in connection with medical or nutritional services. It the policy of Diabetes and Wellness and/or D & W Integrative Care that (i) if any person has a complaint or problem or unsatisfactory or negative experience related to our business, services or products, such person must bring the matter to our attention privately, by email, phone or in person; and (ii) he will investigate any such matter and attempt in good faith, without any retaliation, to reasonably resolve the matter. By registering, I/we agree to comply fully with this policy. This is my/our sole and exclusive remedy in connection with any complaint or problem or unsatisfactory or negative experience that I/we may have with Diabetes and Wellness and/or D & W Integrative Care, services or products (other than remedies available in a court of law or pursuant to arbitration). I/we further agree not to publish, post, transmit, disclose or distribute (directly or indirectly), in or on any publicly available or accessible forum, newspaper, magazine, electronic publication, blog, website, online users group or similar device, document or medium, any negative, false or disparaging comment, belief, opinion, experience or information (or that could reasonably be so construed), without prior written consent. I/we acknowledge and agree that these terms are reasonable and that any breach or violation of this paragraph will cause significant damage and expense that would be impossible or highly impractical to quantify and establish. Consequently, I/we agree that upon each breach or violation of this paragraph, I/we will be obligated, jointly or severally, to pay liquidated damages in the amount of \$200.00 per day per violation until the breach or violation has been cured to satisfaction.

DURATION OF AGREEMENT, REVOCATIONS OF AUTHORIZATIONS AND AMENDMENTS :

I/we may revoke the medical records release authorization in writing at any time and Diabetes and Wellness and/or D & W Integrative Care will attempt to accommodate all reasonable requests. However, I understand that in some circumstances related to treatment, payment or

Diabetes and Wellness Clinic LLC and D & W Integrative Care LLC

health care operations Diabetes and Wellness and/or D & W Integrative Care may not be able to accommodate such requests. I further agree that, in no event, will any revocation of a prior authorization affect any of my other obligations in this Agreement. The rights and obligations of the parties herein shall be fully applicable, and the respective rights and obligations of the parties shall survive expiration, cancellation or termination of this Agreement for any reason. I/we also certify that my family or I am enrolled in this practice to receive medical and health care and for no other purpose. This Agreement and the Notice, along with any agreement to arbitrate, reflects the entire and exclusive agreement between us and supersedes any prior or other contemporaneous agreement. This Agreement may only be amended by a written document signed by Diabetes and Wellness and/or D & W Integrative Care and the registering patient or patient's legal advocate.

CONTROLLED SUBSTANCES:

I understand that treatment by the providers at Diabetes and Wellness and/or D & W Integrative Care may include medications for pain management, insomnia, anxiety, attention disorders and others. I understand that some of the medications that may be prescribed carry the risk of addiction. Since some medications do carry this risk, special care must be taken by the provider and the patient. For controlled substances, visits will be required every 1-6 months depending on the substance and based on provider discretion. This is required to document stability on the medication, the effectiveness of the medication, and side effects of the medication.

Here is a list of some of the common medications, although not all-inclusive, which may require more frequent visits: hydrocodone, lortab, norco, vicodin, oxycodone, percocet, oxycontin, methadone, nucynta, clonazepam, alprazolam, lorazepam, ambien, lunesta, sonata, adderall, evekeo, concerta, vyvanse. If you would like to know about a specific medication, please inquire at the office.

I understand that

1. Random urine drug screens will be obtained.
2. You may be referred to a pain management, psychiatry, or psychiatry at provider discretion.
3. When you need a refill, schedule an appointment.
4. Controlled substances will be taken only as prescribed. If you feel you need a dose or frequency change, and appointment is required.
5. There will be no early refills or replacements of lost prescriptions or medications. Federal law prohibits the writing of more than a certain number of pills per drug at a time. Providers and pharmacists are held accountable.
6. It is recommended that prescriptions be locked up when not in your possession. It is important they are kept away from children at all times.
7. There will be no attempts to alter prescriptions, sell medications, or obtain other controlled substances from any source other than Diabetes and Wellness and/or D & W Integrative Care (unless agreed upon by patient and provider) or treatment will end immediately.
8. Medications are part of the overall treatment plan and when asked, the patient should comply with non-medicine recommendations for treatment (For example; physical therapy).
9. When there are no alternative to manage my condition, I/we will make regular attempts at reducing the dosage and/or developing an alternative approach to handle the medical condition.

INSURANCE RESPONSIBILITY AND CLAIMS MANAGEMENT:

I/we acknowledge that Diabetes and Wellness and/or D & W Integrative Care strongly urges that all patients maintain health insurance coverage. It is my/our responsibility to know my/our plan benefits and to obtain insurance advice from my/our own licensed insurance agent, broker or human resource professional. Given the uncertainty that pervades insurance decisions, I/we agree that Diabetes and Wellness and/or D & W Integrative Care is not responsible for any information related to my/ our insurance that turns out to be incorrect. I/we agree that Diabetes and Wellness and/or D & W Integrative Care is not obligated to take action on my/our behalf against an insurance company related to any insurance claim or payment. I/we will be responsible for all charges and fees incurred for treatments or services rendered, even if my/our insurance company determines that any services are noncovered or excluded. I/we understand that insurance reimbursement may not be available for some services. My/our insurer may not pay for office visits, telephone consultations or emails including but not limited to circumstances where the focus of the consultation is on prevention, education, wellness, nutrition advice, herbal medicine, etc. Some of the lab tests that are ordered, particularly those that are used in support of wellness consultations or are kits sent to labs using innovative approaches to diagnostics, may also not be reimbursed.

FINANCIAL AGREEMENT

1. Diabetes and Wellness and/or D & W Integrative Care files insurance claims for patients as a courtesy, but we accept no responsibility for doing so. Regardless of your insurance, you have FULL RESPONSIBILITY for payment of your bill. It is also your responsibility to know and understand your in or out-of-network status, as well as copays, deductibles, co-insurance that may apply.
2. Co-payments are due at time of service. Our contractual agreement with your insurance carrier prevents us from waiving your required copay, deductible, or coinsurance.
3. The "patient balance" is due within 15 days of receipt of your invoice unless other arrangements are made. We will collect outstanding balances prior to each visit.
4. If you have no insurance, your fee for service will depend on the level of your visit. Please inquire for details or the pay at time of service discount.
5. We accept cash, credit/debit, and check at this time.
6. A \$35.00 service charge will be assessed for returned checks.
7. Laboratory; if you have blood drawn you MAY be billed separately by the lab that conducts the tests. A laboratory processing fee may apply in certain instances.
8. If you can not pay in-full at the time of your visit, please make arrangements prior to your visit. Payment plans are determined by the amount of the owed balance, and are subject to approval by Diabetes and Wellness and/or D & W Integrative Care
9. Call to collect any billing errors promptly. If you ignore billing statements or phone calls, we assume that you do not intend to pay for the medical services that were provided in good faith and your account will be forwarded to a collection agency.
10. Personal injury - we will not be a party to any litigation suits filed for personal injuries. We require payment in full and any payment from litigation is to be sought by you for reimbursement. If you have medical payment coverage with the automobile insurance carrier, you must provide claim and contact information for that insurance carrier at the time of visit.
11. Work-related injuries - Prior authorization for care is the responsibility of the patient. If prior

Diabetes and Wellness Clinic LLC and D & W Integrative Care LLC

authorization is not obtained, you are responsible for full payment at the time of service. If your worker's compensation carrier has not paid your account within 60 days of the date of service, the owed balance will become the responsibility of the patient.

12. I/we understand that my/our appointment time with Diabetes and Wellness and/or D & W Integrative Care is reserved exclusively for my/our care for the duration of all scheduled visits. I/we understand that I/ we are expected to keep all appointments as scheduled in order to ensure maximum progress in connection with treatment and care. If I/we need to cancel or reschedule an appointment, I/we will call during business hours at least two business days in advance. No charge will apply in this situation. As an illustration, if an appointment is on a Monday, canceling during business hours on the prior Thursday provides two business days' notice. I/we understand that if I/we cancel an appointment during business hours only one business day prior to the scheduled visit, or if I/we fail to show or cancel on the day of the appointment, I/we will be charged a fee of \$35.

I have read and understand the above document.

Signature: _____

Date signed: _____