

Dear Future Patients and Parents,

I thank you for allowing me to help you restore your health with holistic medicine. I am truly honored to join you on your path to health. Before we begin, I need some information from you, and you need to know my policies. So here we go!

1. **Office Hours:** Monday 9 am – 2:00 pm, Tuesday through Thursday 9 am -5:30 pm.
2. **About Holistic Medicine:** My website can tell you a lot about what I do and can answer some frequently asked questions. Please go to [www.bethanyklug.com](http://www.bethanyklug.com). Because I practice holistically, I may draw different conclusions from your medical history, exam and laboratory than conventional doctors you have seen. Your conventional doctor may not know of the methods I use, as holistic medicine is not taught in medical school or residency. Yet, this difference is exactly why people seek out my care. The application of hormones, homeopathy and other natural treatments is not an exact science. Some people have biochemical uniqueness that is difficult to detect despite history, exam and diagnostic work-up. Ill effects can occur. Fortunately they are usually short lived, and remedied by changing the dosage or stopping the treatment. It is important that you are aware of this before proceeding with treatment. If you have concerns, please mention them during your visit.
3. **Cancellation Policy:** I do not overbook my schedule and my appointment times are much longer than conventional doctors. Thus cancellations can leave a large gap in my schedule that is difficult to fill. Therefore, we require 2 business days notice of cancellations. Here's how it works:

**If your appointment is on...**

Monday  
Tuesday  
Wednesday  
Thursday

**Cancel by your appointment time on...**

Wednesday  
Thursday  
Monday  
Tuesday

***You may be charged a cancellation fee of \$53 or \$53 per hour, which ever is greater, for appointments cancelled less than 48 hours (two business days) in advance.***

4. **Payment:** *Payment in full is required at the time of service.* Please pay by check, cash or credit card (Visa, Mastercard, Discover or American Express.) I do not accept insurance, Medicare or Medicaid. I am not a Medicare provider. My services are not covered by Medicare.



*Bethany Klug, DO*

Restoring Health with Holistic Medicine

5. **Fees:** I try to keep my fees simple and predictable by charging by the hour. My hourly rate is \$210 per hour, with a minimum charge of \$53. You will be charged only for the time we spend together whether it be less than or more than the time scheduled. Purchases of supplements or homeopathic preparations are **not** included in these charges.
6. **More about Insurance:** Most patients with out-of-network benefits can get some coverage for their visits. I will provide you a superbill that contains the information necessary for you to submit a claim to your insurance company. Please retain your superbills. We do not keep copies of them and there may be a charge if you need us to make you a new one.

I bill using the following CPT codes:

- 99244 or 99245 for consultations and Biomeridian visits
- 99213 – 99215 or 99241 - 99245 for return office visits
- 98925 – 98929 for osteopathic treatments.

I do not file insurance claims. Every insurance company has forms for filing for out-of-network or health spending account or cafeteria plan benefits. These forms are usually obtained from your insurance company website or from your employer. My superbill has all the information that your insurance company needs.

7. **For Children:** Please complete **both** the general history form and the child's history form. Find these in the left hand column of [www.bethanyklug.com](http://www.bethanyklug.com). Please get them to me so that I receive them **before** your child's appointment. You may mail them, fax them, or bring them to the office.
8. **For Adults:** Please complete the general history form. If you are seeing me for chronic pain or headache, please complete Chronic Pain and Headache history form. Find these forms in the left hand column of [www.bethanyklug.com](http://www.bethanyklug.com). Please bring them to your appointment.
9. **Past Records:** Please bring any test or consultation reports that you think are important. If you were referred by another doctor, please bring copies of their reports. Please bring your child's vaccination records.
10. **Please bring all medications, supplements, herbs and homeopathic medicines** that you take to your initial consultation and **every** Biomeridian visit.
11. **What to Wear:** Please wear soft, loose fitting clothing for all osteopathic treatment visits. Avoid denim, girdles, dresses, or skirts. I suggest wearing soft slacks or shorts.
12. **Who to Bring:** A parent or guardian must accompany patients under the age of eighteen at each visit.
13. **Who not to Bring:** Please do not bring children requiring supervision to your or your child's appointment, as they are likely to significantly compromise the value of your visit.

14. **Visit Time:** Your initial visit will last about 1 - 1 ½ hours. Routine follow-up appointment times for osteopathic treatment will last 30 – 40 minutes or less. Routine follow-up appointments for Biomeridian visits will last 60 -90 minutes or less. Follow-up appointments are usually every 2 weeks to 6 months for osteopathic treatments, in three to six months for Biomeridian visits, and in one month to one year for bioidentical hormone replacement and conditions treated without use of the Biomeridian.
15. **Urgent Situations:** “Urgent” means you do not want to wait until my next available appointment to deal with the situation. However, please know that I do not leave spaces in my schedule exclusively for urgent needs. I make all possible efforts to schedule patients with urgent needs as soon as possible. If you have an urgent situation after my normal business hours, please contact me at the number on my voicemail message.
16. **Emergencies:** Please dial 911 or go to your nearest emergency room.
17. **Hospitalization:** I do not do hospital work. If you have a condition that may require hospitalization, it is essential that you maintain a relationship with your specialist or primary care physician. Children’s Mercy Hospital is staffed by their specialists. Community physicians like me do not see patients there.
18. **Information Requests:** I will provide itemized statements, medical records, or medical reports to third parties upon your written authorization. I charge a fee of \$0.60 per page. ***Requests from healthcare providers for continuation of care are free of charge.***
19. **Vacations and Doctor Out of Office:** My staff and I close the office for vacation the week of Independence Day and for 10 -14 days around Christmas and New Years Day. Please make sure you have an adequate supply of your prescription medications on hand, as we will not be available to refill them during these times. We notify our patients by email a week or two before Dr. Klug plans to be out of the office so you may take care of any business with her before she leaves. Please make sure our office has your correct email address.