

An Open Letter to Our Patients:

Re: Fees and Procedures for: **Telephone Consultations**

Due to increased demands for these services, we find it necessary to charge a fee for the medical advice and services provided via telephone.

**TELEPHONE CONSULTATIONS:** In an ongoing effort to help you - our patients - make optimal use of your time and money, we may occasionally do a telephone consultation in lieu of having you actually visit the office. This is particularly true for out-of-town patients. The preference, of course, is face-to-face visits between the patient and provider.

A fee for telephone consultations will be billed to you. The Receptionist will schedule the time for the consultation, and you may utilize our '800' number when calling in for a telephone consultation. That number is **800-588-5746**.

Please have your credit card information available at the time of your call. The Receptionist will ask you for your credit card number and expiration date. Upon completion of the consultation, Dr. Denton will establish the fee dependent upon complexity and nature of the call and the time involved. The Receptionist will then process your payment and send you the superbill and receipt.

Dr. Denton may also choose to bill you for evening or weekend consultations not previously scheduled. In these instances, a superbill may be mailed to you for payment.

Anyone with yearly prescription(s) renewals must be seen in person – this cannot be done over the telephone.

Always check with your insurance company to see if they will allow benefits for these services. The superbill we furnish to you will have the information required for you to file an insurance claim. Benefits will be dependent upon the policy and benefits of your individual insurance plan. It has been our experience that benefits are seldom paid by the insurance companies for telephone consultations.

**e-mail:** There will be no response to e-mails received from our patients. We do not have the staffing to facilitate this service at this time.

***You are important to us*** - we continue to do our best to enhance your health and well-being and to provide services as conveniently as possible. Your understanding and cooperation is appreciated as we initiate a fee for telephone consultations. Thank you!

Check out our website: [alaskaalternativemedicine.com](http://alaskaalternativemedicine.com).