CAROLINA
HOLISTIC MEDICINE

PATIENT HANDBOOK

PLEASE READ!

OFFICE POLICIES AND PATIENT GUIDELINES

Hello, and welcome to our office!

GENERAL INFORMATION

CAROLINA HOLISTIC MEDICINE consists of Dr. Yusuf Saleeby, advanced providers (FNPs/PAs), receptionists, nurses, patient coordinators, and managers.

Carolina Holistic Medicine delivers a high level of personalized and precision medicine services to our patients. For us to achieve this, we must maintain strict policies that we ask you to follow. A great deal of effort, attention to detail, and time is needed for us to deliver this type of care. Over an extended period, we have refined our policies and procedures; what follows is an outline of these policies and a clarification of what we can and cannot do on your behalf. Please review these policies very carefully. Also, please do not ask us to make any exceptions. If we find you to be non-compliant with office policies or the outlined plan of care without good cause, then you risk being permanently dismissed from this office, to make space for other patients.

CORE VALUES

At CHM, these are the core values we hold for both our staff and for our patients. We look forward to serving you and your healthcare needs.

- Respect
- Integrity
- Honesty
- Compassion
- Dependability

We intend this document to serve as a general guide for the practice. Because circumstances change, updates will no doubt occur. We will work diligently to provide all our patients with the best possible care. As we grow, we hope that you will continue to grow with us. If you have any questions or concerns, please feel free to contact us. We will do our best to address your concerns while maintaining the standard of care for all our patients.

PRIVACY POLICY

This office is fully HIPAA compliant. https://www.hhs.gov/hipaa/for-individuals/guidancematerials-for-consumers/index.html has general information on HIPAA.

CANCELLATION, RESCHEDULING, "NO-SHOWS"

Cancellations, no-shows, and/or rescheduling of appointments are disruptive to our practice. We give each patient up to an hour of time to be seen and when an appointment is cancelled, it creates a large void in our schedule that could have been used for another patient in need of care. Because of this, if a patient is "sick", has unforeseen childcare needs, or any circumstance that prevents them from coming into the office for their appointment, we can switch to a telehealth visit to avoid cancellation. If the patient does decide to cancel or reschedule less than 30 days prior to the scheduled visit, the patient is subject to lose their deposit and may be asked to pay in full for the next appointment to ensure compliance. Exceptions may be made to this policy if unavoidable circumstances such as death in the family, chance of employment, family emergency, or other issues that may be addressed on a case-by-case basis and up to the discretion of the administration (not the secretary or the nurse). If a patient cancels two appointments in a calendar year, they are at risk of being terminated from the practice. If a patient "no-shows" for an appointment, their next appointment will be paid in full prior to the visit to ensure compliance.

APPOINTMENTS

- Please arrive 15 minutes before your scheduled appointment time. Appointments are difficult to schedule, and while we do have waiting lists, so every effort must be made to be punctual.
- If you arrive more than 10 minutes late for your appointment, we reserve the right to reschedule your appointment to avoid inconvenience for other patients scheduled later in the day. If a patient does arrive late, we can give the patient the option for an abbreviated appointment for the same fee as a full visit to avoid rescheduling. If the patient is rescheduled, however, they will lose their deposit for that visit.
- If you cannot keep your appointment and do not cancel it on time according to our No-Show and Cancellation Policy, there is a fee for the missed appointment (you will forfeit the deposit).
- If you cancel or reschedule more than two appointments, we will withdraw from your care.
- If you "No-Show," you risk being terminated from the practice.
- To maintain our high standards, we generally schedule a full 60 minutes for routine follow-up visits (far more than the average in America). If your case is very complex or more data requires review, then we may schedule a more extended visit. Higher fees are charged in accordance with the extra time spent with a patient.

FEES AND PAYMENTS

All office fees are payable upon scheduling. We do not allow balances to be carried forward. If you have an outstanding balance for tests or consultations, it must be paid before a follow-up visit can

be scheduled. Our fees reflect not only the time spent with you in the office but also all the time spent on your behalf between visits; this may include reviewing reports, making and receiving calls, such as from other health care providers, insurance companies, pharmacies, home care agencies, etc., and preparing paperwork that is often needed. Extra fees may be charged for work by our staff on your behalf, based on the time and complexity of the task. As an example, prior authorization for tests and medications will usually result in a fee being charged to you.

YOUR MEDICATIONS

- Bring all your medications and non-prescription remedies (supplements) in their original bottles with you to your first appointment so we can accurately review your regimen.
- We will then give you a blank medication list to fill out before your second visit. List all your medications and supplements, both prescription and non-prescription, and present the list to us at your appointment. You must list the dosages of each pill, how many you take, and when you take them; this helps our nurse keep an accurate Medication List for you in our Electronic Health Record.
- You also must note the name of the physician(s) who prescribed each medication if not by us.
- If you do not have this list, your appointment may be rescheduled.
- An accurate listing of all your medications and supplements is vital to the delivery of safe and effective care.

LOCAL PHYSICIANS

Our office is unique in that many of our patients come from out of our local area. For patients who do not live within our local catchment area, you must have a primary care physician in your local area, which you continue to see regularly; this is a strict requirement, for we cater to specialty needs, and will not perform primary care issues to those who are not local to our area. We will not refill or prescribe medications not prescribed initially by us or not related to the particular problems that we are treating. For example, for our Lyme patients, we will not refill birth control pills, medications for high blood pressure, diabetes, etc., unless the individual provider has agreed in advance. If an emergency arises, and you cannot see us immediately, you should see your primary caregiver, who can then call us if our input is needed. Because we do not fill or refill any long-term controlled drugs, you will need to see your primary for this.

TEST KITS AND TEST RESULTS

Any tests ordered by providers either performed in-office or remotely will require a follow-up appointment. If you are given a test kit to take home, please call the office and schedule a follow-up appointment after the procedure is completed, and you have sent your kit to the lab company.

All test results are reviewed by each ordering provider (and sometimes overseen by Dr. Saleeby) before they are signed off on & filed. If any significant findings are noted, we will contact you. We ask that you DO NOT call us for results. Likewise, DO NOT ask us to explain the results by phone,

email, or fax. Providers address such matters at a scheduled office or telehealth appointment.

CALLS, EMAILS, AND FAXES TO THE OFFICE

A fundamental principle of medical care is that nothing can replace an office visit when it comes to explaining symptoms, examining the person, going over test results, and making plans for care. As a result, it is our company policy that such issues are never discussed in detail by phone or email, and we will not alter the plan of care or change prescriptions by telephone or by fax. Instead, we require an in-office visit or formal telehealth appointment. Likewise, if you attended an office visit, and forgot to mention something, we suggest that you make a note of the issue and discuss it at your next visit. If you believe the information is critical, then schedule an appointment sooner. ***We cannot field repeated calls and lengthy emails.***

PRESCRIPTION RENEWAL AND REFILLS

We will not renew or refill prescriptions by phone. During each office visit, be prepared to tell the provider what you need to ensure that your medications refills do not lapse. **All refill requests must be submitted to our offices by your pharmacy.** Our prescription nurse will address all emails, faxes, or E-Requests for refills sent from the pharmacy. Please do not call. The email for refills is info@carolinaholisticmedicine.com, this Inbox is monitored twice per day, and our staff presents all requests to providers for approval. Refills may take 72 hrs. to process. Please be patient and do not wait until the last minute to seek refills. Patients will need to be seen in the office once per year to continue receiving prescriptions.

DISABILITY FORMS

We cannot complete any disability forms for patients who are not residents of the States in which our providers hold licensure. For those who do live in NC and SC, these forms must be filled out by your local primary care physician. For our local patients, we require a separate visit for the completion of these forms by our staff. Fees may apply for short-term disability forms.

NARRATIVES

Under no circumstances will we prepare narrative reports, including reports to insurance companies, attorneys, etc. Based on the advice of legal counsel, no exceptions will be permitted.

LETTERS OF MEDICAL NECESSITY

Insurance companies require letters of medical necessity of which can be time consuming and conflicting with our practice. We advise that you contact your insurance carrier for instructions on how to proceed as we cannot provide this service at this time. Therefore, with a few exceptions, we will not be able to perform this service. We suggest you contact your insurance carrier and get their instructions on how to proceed. If it is an issue concerning a prescription, please contact the pharmacy directly and ask the pharmacist what similar medications are present on your insurance's formulary list. We will be happy to look over the results for you and determine if the formulary drug is appropriate for you. Fees may apply.

INSURANCE APPEALS

If your insurance company denies a service that is medically necessary for your care, then an appeal becomes necessary. We will not craft this appeal; this is your responsibility. In some extreme cases, patients have hired attorneys. We are not in-network with any insurance companies for this very reason. If lab vendors call to request additional ICD10 codes that are not in your chart, they will not be provided. Non covered labs are the responsibility of the patient and their insurance company and the lab vendor.

CELL PHONES

Cell phones must be turned off (or silenced) inside the office building. Disruptive incoming calls during sessions will not be tolerated.

TELEHEALTH VISITS

Telehealth appointments are available in all 50 states and some international. All TELEMED appointments, including REMOTE (out of SC) and AFTER-HOUR TELEMEDS (outside of Mon-Thurs 9AM to 4:30PM EST), will have the balance due upon scheduling.

Informed Consent on FxMed Treatments

I understand that by visiting and consulting with CHM, Dr. Saleeby and all contracted Advanced Providers (NP/PA) are practicing the new paradigm in medicine under what can be described Integrative or Functional Medicine. This means we subscribe to a different Evidence Based Medicine paradigm than what is currently considered the standard care in Allopathic mainstream Western Medicine (sick care). Therefore, we may not limit ourselves to current Practice Guidelines and may implement a blend of conventional medicine with evidence-based complementary/integrative & indigenous therapies. By signing this waiver, I fully understand and agree to proceed.

I may have discussed with my physician or provider the use of the recommended protocol based upon the FxMed protocols, IMA I-MASK+ or I-RECOVER+ protocol and other non-Practice Guidelines Alternative Medicine/ Certified Tribal Medicine options. Also, the use of Off-Label use Medications.

PMA

I have been informed and consented to the following Private Membership Associations (PMA) either one or multiple: First Nation Medical Board and the Turtle Healing Band PMA. Membership is required in either one or multiple of these PMA for out of state patients to participate in healing at our centers.

“Indigenous medicine is the sum total of the knowledge, skills, and practices based on the theories, beliefs, and experiences indigenous to native cultures, whether explicable or not, used in the maintenance of health as well as in the prevention, assessments, improvement or recommendations of physical and mental conditions including, but not limited to alternative, complementary, holistic, functional and integrative approaches.” The practitioners at CHM are Certified Tribal Practitioners (CTPs). With FNMB, physicians can be dually licensed for the use of medical alternatives in their

practices and protected against state medical boards that oppose them. This is because the Crow Nation has stepped forward to exercise its jurisdiction over the practice of indigenous medicine (see U.S.C., Title 25, Section 1680u), which no other State in the U.S.A. has done. This exercise of Indian jurisdiction provides sovereign immune protection for physicians and others who become licensed as tribal providers and is part of a comprehensive economic development plan for the Crow Nation. Client/members are also afforded certain rights and protections.

Patient Signature _____

Date _____/_____/_____

HOW TO CONTACT US

MT. PLEASANT OFFICE:

1-800-965-8482
info@carolinaholisticmedicine.com
1671 Belle Isle Avenue; Unit AA
Mount Pleasant, SC 29464

PAWLEYS ISLAND OFFICE (SATELLITE LOCATION)
1-800-965-8482
14323 Ocean Hwy, Suite 4133
Pawleys Island, SC 29585

NURSING QUESTIONS (THIS IS NOT FOR Rx REFILLS):
nursing@carolinaholisticmedicine.com or 1-800-965-8482

Rx REFILLS (PLEASE ALLOW UP TO 72 HOURS business days FOR A REFILL):
info@carolinaholisticmedicine.com or 1-800-965-8482

MEMBERSHIP INFORMATION/BILLING:
memberships@carolinaholisticmedicine.com or 1-800-965-8482

FAX NUMBER: (888) 242-0735

MAIN WEBSITE: www.carolinaholisticmedicine.com

DR. SALEEBY'S SUBSTACK: https://jpsaleebymd.substack.com/

Rx Refill Policies

Please read and familiarize yourself with the Prescription Refill Policies of Carolina Holistic Medicine. We strive to make your health care as seamless as possible while stringently following the guidelines required of us.

Please allow up to 72 hours for all refills to be called in and filled We cannot guarantee an Rx will be filled before that time.

- Requests for refills are to be emailed to: info@carolinaholisticmedicine.com

Fee for Service Patients & those not seen in over 6 months

*Must be seen for a visit -- the visit can be an office visit or a telemed at our current fee schedule.

*This can be with or without labs. We must make sure that all is OK with you before an Rx can be refilled. This is a matter of liability for us and safety for our patients.

After a visit on Plan or FFS

*An Rx for 3 months will be given but not >3 months

*In 3 months when due for another refill, if up to date on labs and visits, a nurse visit by phone or in person is required. We will then refill for another 3 months.

Current Fees associated :

$75 nursing fee for phone calls.

If there are any issues or nurse is uncomfortable refilling, then a provider visit is necessary.

CONTROLLED Substances :

Same rules but at 1-month intervals. Scheduled drugs, with the exception of hormone replacement, CANNOT be filled >1 month at a time. This is a DEA requirement.

ł Policy and Fees are subject to change.