



Office Policies and Procedures

Welcome to the office of Healthy Body Integrated Care

Healthy Body Integrated Care, specializes in Integrative and Regenerative Medicine. Dr. Seth Lambert, DO., is the medical director and founder of Healthy Body Integrated Care, who is a formerly board-certified General Surgeon who has always had a great interest in preventative medicine. He has had additional training in preventative/integrative medicine, and has been certified in Ozone Therapy and Prolozone Therapy and is an active member of the American Academy of Ozone Therapy. (AAOT.us) Dr Seth Lambert is dedicated to facilitating optimal health by finding the root cause of health problems and helping people lead healthier lives through integrative medicine. The focus of this practice is the prevention of disease and optimization of your health, through restorative, regenerative, and anti-aging, medicine practices, collectively referred to as Orthomolecular Medicine. The clinic hours are Tuesday thru Friday from 9:00 am to 5:00 pm. We are closed for all major holidays.

Appointments:

Appointments are prearranged. Your appointment time is reserved exclusively for you. Prompt arrival is paramount in order to be seen in a timely fashion. Please Arrive 5 minutes prior to your appointment so that you may be seen on time. If you are a new patient, please have reviewed the New Patient forms (consents) and completed your health profile forms, prior to your arrival. Late arrival and no forms completed may affect the time that I can spend with you. If you need to make any changes to your appointment, I require at least a notice of 2 business days (a business day is Monday-Friday 9am-5pm, non-holidays). Failure to give me 2 business days' notice prior to your appointment may result in possibly incurring fees (of course, I do understand significant emergencies and encourage you to contact my office immediately if an unforeseen event occurs and I will evaluate your situation on an individual basis). Missed appointments (no notice or less than 2 hours from your appointment time) will also result in incurring fees. Repeated short notice cancellations or missed appointments may result in discharge from the practice. When you cancel appointments with a reasonable notice, I can better accommodate other patients. I do not take walk-in appointments. Please understand that sometimes unforeseen circumstances occur, and you may need to wait to be seen. Rest assured that I will not shortchange your appointment and adequate time will be spent with you.

If you have an emergency, please call 911 or go to the nearest Emergency Room. I do appreciate being notified if you go to the emergency room for any reason.

Referrals:

It is your responsibility to ensure that your insurance company is a contracted provider for the facility (specialist, laboratories, and radiology) where you are being referred. I do not interact with insurance companies, as this requires too many resources which would require me to significantly increase the cost of care.

Billing:

Patients are responsible for the full payment of all services rendered at the time of service. Healthy Body does not bill, provide, or respond to insurance companies for patients due the scope and manner of services being render. Please refer to the Service and Financial Agreement for further details.

Bounced Check Fees:

A fee of \$25.00 will be charged, in addition to the original fee, if the check is returned unpaid. Future payments will need to be made by cash or credit card.

Discharge from Practice:

Healthy Body Integrated Care strives to create a pleasant working environment. I understand that there are times when you will be frustrated and upset—due to illness or personal reasons. I will make every attempt to help you. However, this practice under no circumstances will tolerate physical or verbal abuse for any reason. Abuse in any form is grounds for immediate discharge. If you feel that your medical requests are not being met in a professional or timely manner, please bring them to my attention at your next office visit.

If you have any questions concerning these office policies and/or procedures, please contact my office to discuss.