



## NAPLES CENTER FOR FUNCTIONAL MEDICINE

A HealthLynked Company

### **Naples Center for Functional Medicine Pre-Appointment & Portal Registration Information**

Please read the instructions below and make sure that you understand and agree to the instructions and notices prior to your appointment. If you have any questions, please call our office at 239-649-7400 or email us at [info@naplescsm.com](mailto:info@naplescsm.com).

1. An important part of your visit is the review of your medical records. Should you have any records of blood work, medical testing, x-rays, or physician's notes, please fax them to 239-221-0469 or upload them in the Patient Portal once you've registered. You can also mail them to our office, ensuring they arrive to our office 5 days prior to your scheduled visit for review.
2. Please plan to arrive 15 minutes prior to your scheduled appointment time. This allows time to make certain that records are in order and to complete necessary questionnaires and/or consents. Our office strives to remain prompt, although emergencies do happen, and we would not want your time with the physician to be shortened. Please call for directions if you have any questions regarding the location of our office. Do plan for traffic delays, especially in the months of October through April.
3. New patient appointments: Please realize the blocked time for your initial consultation will be 60, or 90 minutes-depending on your doctor-and much preparation is involved prior to your visit. Therefore, you will be asked to provide a credit card guarantee for the appointment to be held. We require that you confirm or cancel your appointment with our office at least 7 business days prior to your scheduled appointment date. In either case, please contact our office at 239-649-7400 or email [info@naplescsm.com](mailto:info@naplescsm.com). Cancellations outside of this time frame may result in a charge of up to 50% of the cost of your visit. We understand that unforeseen circumstances may present themselves and these will, of course, be taken into consideration.
4. Established patient appointments: We respectfully request a minimum of 48-business-hour notice should you need to cancel any infusion, hyperbaric oxygen therapy or follow up appointment with your doctor. If you have a Monday appointment, we must be notified by the previous Thursday by close of business; if a Wednesday appointment, we must be notified by the previous Monday by close of business, etc. Failure to do so may result in a fee of 50% of your

scheduled service cost. Please contact our office if you need to cancel at 239-649-7400 or email [Info@naplescfm.com](mailto:Info@naplescfm.com)

5. The day of your appointment, please bring with you any medications you are currently taking, including supplements and vitamins. You will be asked to enter your current medications and supplements in your electronic medical record.
6. In consideration of those patients who are sensitive to fragrances, we ask that you refrain from using fragranced products, such as perfume, cologne, lotion, or aftershave while visiting our office. Also, if possible, please do not wear fingernail polish or acrylic nails to your exam.
7. Payment is expected at the time of service for all charges. We do not provide direct insurance billing; however, we will prepare an itemized statement/superbill for you to submit to your insurance carrier for any allowable reimbursement.
8. Our office has opted out of Medicare and is not a Medicare provider; therefore, it will be necessary for you to complete a private agreement form and pay for the professional services you receive. Medicare regulations prohibit filing our professional service fees (physician's fees) for reimbursement.
9. If it is necessary for you to have forms completed, including disability paperwork or a special letter written, there will be additional fees involved, or it may require an office visit.
10. On our Patient Portal, accessed from our website, [naplescfm.com](http://naplescfm.com), you will be able to *request* follow-up appointments, but will not be able to *schedule* appointments. Please call our office, (239) 649-7400, to schedule an appointment or we will contact you once your request is made in the Patient Portal.
11. Once you have registered you will receive an email to confirm your account. Once you've confirmed your account please log into the patient portal and complete the New Patient Questionnaires under the Questionnaires tab.