

IMPORTANT PATIENT INFORMATION

APPOINTMENTS

- There is a 7-day cancellation policy for your first Initial appointment.
- There is a 72-hour cancellation policy for all follow-up appointments.
- As a courtesy, we call to confirm the appointment prior to your scheduled time; ultimately it is your responsibility to keep the scheduled appointment or reschedule.

LAB TESTS

- After your initial and follow-up consultations, lab tests and/or diagnostic tests may be ordered.
- Testing recommendations and cost(s) per test will be reviewed.
- Lab tests are performed “fasting,” which means nothing except water 10 hours before your visit.
- Some lab tests take up to 6 weeks to be finalized. The results will be mailed or emailed to you when they are analyzed. If your follow-up appointment was not booked at the time of your initial visit, then you should contact the office to schedule a follow-up appointment.

BILLING/INSURANCE

- Payment for the office visit, phone consultation or lab tests is expected at time of service. We accept cash, check or credit cards. All credit card payments will be processed the same day of the visit or phone call.
- If test kits are sent to you, you will be charged the day the kit is mailed.
- RevitalizeMaui does not participate with any insurance carrier. We do not submit medical claims on your behalf and we cannot assist you with claim resolution. All services are strictly on a self-pay basis; however we will provide you with a detailed billing summary that you may submit to your insurance carrier for possible reimbursement. Please note that there may be procedures and laboratory tests that are non-covered due to your individual policy/plan type. Should you have any questions regarding your medical coverage, please call the telephone number on the back of your insurance card.
- RevitalizeMaui providers do not participate in the Medicare program. If you are a Medicare Part B beneficiary and wish to become a patient of the Center, you are required to accept the terms and conditions set forth in a Private Contract between you and your RevitalizeMaui provider. This Private Contract provides that absolutely no Medicare payment will be made to you or to the Center for the services provided, even if such services are covered by Medicare. Under the Private Contract, you acknowledge that you accept full responsibility for the payment of charges for all services rendered by RevitalizeMaui; such payments are due in full at the time of service. RevitalizeMaui will not require you to sign the Private Contract if you are experiencing an emergency or urgent issue.

PRIMARY CARE PHYSICIAN

- Please note that Dr. Okwuje is not your primary care physician. We require that you have a primary care physician.

Patient Signature

Date