



YOUR KEY TO NATURAL HEALTH AND VITALITY

Introductory Patient Information

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PATIENT CHECKLIST

DID YOU REMEMBER TO?

- Read all of the practice documents
- Obtain your medical records and/or test results from previously seen physicians and have them sent to Magnolia Health Care at 2147A Hoffmeyer Road, SC 29501, arriving at least 7 days prior to your appointment date.
- Provide your preferred shipping/mailing address; if listing a P.O. Box please indicate a street address for receiving packages, UPS or FED EX.
- Provide us with your pharmacy name, address, phone and FAX number.

FILL OUT AND/OR SIGN THE FOLLOWING FORMS

- Important Patient Information
- Authorization for Release of Medical Information
- Informed Consent Regarding Email or the Internet Use Of Protected Personal Information
- Research Consent Form
- Notice of Medicare Denial
- General Information
- Medical Questionnaire
- Assessment Forms

Thank you

WHAT TO EXPECT YOUR FIRST VISIT

Dear Patient,

Welcome to Magnolia Health Care. We look forward to working with you.

Please arrive 10 - 20 minutes before your appointment time

ADMINISTRATION OFFICE - Check In
(10 minutes)

Welcome to Magnolia Health Care
Update personal forms and sign consent forms
Picture for medical chart

NURSE CHECK-IN
Vital signs

MD CONSULTATION: Emmanuel Quaye, MD
(80-120 minute appointment)
Medical Assessment & Initial Treatment Plan

LABS/TESTING: Lab Technician
(30 minute appointment)
Review of lab orders, test descriptions and test prices
Lab testing (if not returning the next morning for lab tests)

NUTRITIONIST CONSULTATION:
(Not yet available)
(50 minute appointment)
Nutrition Assessment & Initial Nutrition Plan

NURSE WRAP UP AND REVIEW
(30 minute appointment)
Review of MD's treatment plan
Review of medications prescribed - if needed
How to obtain prescribed nutritional supplements
Exit plan and information reviewed and discussed

ADMINISTRATIVE OFFICE-Check Out
(20 minutes)

PRACTICE POLICIES FOR PATIENTS

Our goal at Magnolia Health Care is to provide you with the highest level of personalized care. We are committed to helping you achieve optimal health.

It is important to read all the enclosed information carefully and mail or fax all attached forms to our office at your earliest convenience. We will only schedule your appointment after we receive your forms, filled out, with payment. This will allow us to help solve your problems more efficiently and enhance the quality of your care.

WEBSITE

Information about Magnolia Health Care and all relevant patient forms are available through our website, www.magnolia-health.com.

MEDICAL RECORDS

Medical records can only be released with your authorization. A medical records release form is enclosed for your use. You are responsible for obtaining previous medical records from other physicians or health care providers. Please contact your physician or other health care provider to obtain these records. Your records should be mailed to Magnolia Health Care, 2147A Hoffmeyer Road, Florence, SC 29505.

CONSULTATIONS

Your initial visit will include an 80 to 120-minute medical consultation with your physician. Nutritional therapy and laboratory/diagnostic testing are integral components of your treatment plan. Test results are used to design your personal health care program as well as uncover the root causes of your medical condition. Nutritional supplements are often recommended and we will help you select and find the highest quality products.

INITIAL VISITS

When coming from out of town, you may need to stay overnight after your consultation to have your blood drawn the next morning. Many of the tests require a 10-hour fast. You can and should drink water during this fast.

Costs of all testing will be reviewed with you by our staff after your medical consultation before labs are drawn. You will receive all final lab results and be guided through their interpretation at your follow-up visits.

FEES

1. CHART REVIEW FEE

We charge a one-time three hundred dollar (\$300.00) chart review fee to review your records from your other doctors, and to review the information (over 50 pages) you fill out for us. This amount is due with your forms, and an appointment will be scheduled only after we receive the fee. For patients who come for weight loss or anti-aging treatments, this amount is counted toward your payment. For Medicare patients, this charge is not covered by Medicare. For commercial insurance patients, you may submit a bill to your insurance company for refund.

2. CONSULTATION FEES

Our fees are:

Initial MD consultation 60-120 Minutes:	\$800.00
MD Office Visit or Phone Follow-up 45-60 Minutes:	\$400.00
MD Office Visit or Phone Follow up 20-30 Minutes:	\$200.00
MD Phone consultation (per 15 minutes increments)	\$100.00
Initial Nutrition Consultation 30-Minutes:	\$150.00
MD Email consultation (Per email)	\$ 25.00
Nutrition Follow-up Visit 30-Minutes:	\$150.00
Nutrition Follow-up Visit 15-minutes:	\$ 75.00
Weight loss:	
First month:	\$600.00
Subsequent (per month):	\$300.00
Maintenance (per month, after achieving goal weight):	\$100.00

The fees listed apply to patients enrolled in our anti-aging program, and patients without insurance. The chart review fee of three hundred dollars will apply to the initial visit. Patients with insurance will pay their regular co-pay and applicable deductible, and their insurance will be billed as usual. The following charges apply to patients who come for weight loss or anti-aging treatments:

MEMBERSHIP

Our goal at Magnolia Health is for maximum service for our patients. Very often in medicine, service means time. Yet time is what most patients complain is lacking when they visit their doctors. Unfortunately, insurance companies do not factor time into payments calculations. We on the other hand cannot spend extended periods with you if we do not get paid for it. For those who are looking for a doctor to spend time with them, we have provided an option for you. Membership! Membership in Magnolia Health Care will provide you 24 hour access to your doctor by phone or email.

24 hour cell phone access to your doctor means you can call at any time. If I'm unavailable because I am with a patient, I will return your call as soon as I'm available.

Get appointments on same day or within 24 hours. You will never have to wait long for an appointment. You can call and be seen on the same day or within 24 hours, if you have a medical problem. The only exceptions will be when I am out of town on vacation, or at a conference. In that case, your call or email message will be returned as soon as possible, usually within 24 to 48 hours.

Membership benefits include Email access for easy communication with your doctor. All your questions will be answered within 48 hours. Questions about drugs from commercials, or any health issues from news programs are okay. If you watch health shows on TV, and have questions, they will be answered for you. In addition, you will receive regular emails with news about the latest health research information of relevance to you. If you take vitamins or supplements, you will receive the latest scientific information available on vitamins and supplements.

You will have access to a library of documents, including various diets that you may use to enhance your health.

We have three categories for patients:

1. Non-member, chronic disease management patients and age management (anti-aging) patients. Patients who are referred for chronic disease management, who opt not to become members of the practice, there is a charge for chart review. The patient will fill out our "Intake Forms" and questionnaires, a total of over 50 pages long. In order to limit our first visit to no longer than one hour, for which we can bill insurance, we review the information prior to the first visit. The charge for reviewing all this information, and any records from previous or referring doctors is three hundred dollars (\$300.00). These patients will get the benefits of a functional medicine practice with condition specific recommendations and therapies. The consultation fee schedule will apply to the age management patients.
2. Member, chronic disease management patients. These will be typically patients who have insurance, and choose to receive all the benefits of a functional medicine practice, including extensive testing and recommendations for nutritional supplementation, exercise, weight loss, and anti-aging therapies. These patients will have a comprehensive set of functional and anti-aging evaluations and therapies. In addition, members will receive weekly emails on the latest research developments in functional and antiaging medicine. They will get periodic explanations of controversial health news, and 24 hour* access to Dr. Quayle by email, text messaging or cell phone. This model is the retainer model, and members will be charged one thousand dollars at the beginning of the membership year. Alternatively, the member may pay six hundred dollars (\$600) at the beginning of the membership year, and three hundred (\$300) at 3 months and at 6 months.

3. Member, anti-aging medicine.

Certain patients will be seen for a comprehensive anti-aging management. These may be patients who typically want services not covered by insurance, or who wish to pay out of pocket for their services. The membership fee is one thousand dollars due at the beginning of the membership year. Such patients will get all the benefits for members with chronic disease, including email, text and cell phone access. The initial office visit will last up to 2 hours, including time spent to review records prior to the visit.

Patients in membership categories 2 and 3 will receive a 20 percent discount all our services, and supplements they purchase through Nutrition Supplementation Education Program

Our functional and anti-aging medicine program is not for everyone. For those who do not wish to take supplements, engage in an exercise program, or change their diet or lifestyle, functional medicine is of little value, and no use to them. If you're such a person, you are better off in a conventional practice. However, for those who are willing to take these steps to improve their health and reduce disease burden, the results can be rewarding. Give us a try.

NUTRITION SUPPLEMENTATION EDUCATION PROGRAM

At Magnolia Health Care, nutrition is the foundation of our practice. We believe in "FOOD AS MEDICINE." For most Americans, diet is often not enough. We use vitamins and supplements to "supplement" most of our treatments. This is because the nutrients derived from a healthy diet and supplements are the building blocks on which the body is built. We are aware of various studies that claim that vitamins do not have a health benefit. There are other studies that show health benefits. We believe that vitamins have health benefits, and we see those benefits in our work all the time. As to why there are research studies showing that vitamins have no health benefits, we believe the reasons are many, and may include the quality of supplements among other things. To ensure our patients get the best quality vitamins and supplements, and also to ensure that the supplements we recommend are available, we have chosen to make supplements available through our office. Patients may purchase vitamins and supplements we recommend in the office, through our website, or by mail order.

The Nutrition Supplementation Education Program (NSEP) is designed to make it easy for patients to obtain their supplements on a monthly basis. Patients who sign up for the program will get a monthly shipment of their prescribed supplements automatically, unless they cancel. You may sign up for the program under consents.

CONFIRMATION AND CANCELLATION OF APPOINTMENTS

Due to the overwhelming requests for consultations, there is a 72-hour cancellation policy. Your appointment must be cancelled at least 72 hours prior to your scheduled consultation or you will be charged for the visit. You may cancel your appointment by calling the office. If calling after hours, please leave a message. Your \$300 chart review fee is non-refundable.

PAYMENT OPTIONS

Our office accepts cash, checks or credit cards (MasterCard, Visa, Discover) for services rendered. When you schedule the initial visit, we request a credit card on file to hold the appointment for you. No charges will be applied to your credit card unless you miss or cancel an appointment without proper notice. On the day of your scheduled appointment, all charges for consultations (medical and nutritional) as well as laboratory testing will be itemized and reviewed with you. Payment is due on the day of service.

Follow-up phone consultations will be billed to your credit card on file unless you provide other payment information and instructions prior to your appointment. If additional lab tests are required and our office sends test kits, the appropriate fees will be charged to your account.

INSURANCE INFORMATION

Magnolia Health Care accepts insurance and we file a claim with your insurance as a courtesy. If you have an insurer for which we are not participating providers, payment is due at the time of service. In that case, you will be

provided with a billing summary which you can submit to your insurance carrier. Ultimately, payment for our services are your responsibility.

PHONE CALLS, MESSAGES & FAXES

1. Our office hours are Monday- Friday 8 am to 4:30pm EST and Saturday from 8 am to 12 noon EST.
2. To reach Magnolia Health Care, please call (843) 432-2502.
3. Our fax number is (843) 799-1392.
4. If you call after hours, our office staff will return your call on the next business day.
5. If you have a medical emergency, call 911 or go directly to the nearest emergency room.
6. When leaving a message, please be brief and include the following information:
 - a. Full name. Spell your last name and state date of birth.
 - b. Reason for call
 - c. Best time to return your call.
 - d. Phone number, or Email address (if desired).

PLACES TO STAY IN FLORENCE

There are a number of nearby inns, resorts and hotels that our patients have enjoyed:

- | | | |
|-----------------------------|--------|----------------|
| 1. Home2 Suites by Hilton | Phone: | (866) 590-3173 |
| 2. Springhill Suites | | (866) 298-0996 |
| 3. Country Inn and Suites | | (866) 272-4856 |
| 4. Howard Johnson | | (843) 669-4241 |
| 5. Holiday Inn | | (866) 276-6393 |
| 6. Fairfield Inn by Marriot | | (843) 669-1666 |
| 7. Quality Inn and Suites | | (866) 307-9227 |

LOCAL RECOMMENDED RESTAURANTS

To see how Florence restaurants are ranked, please visit http://www.tripadvisor.com/Restaurants-g54229-Florence_South_Carolina.html

PRESCRIPTION REFILL REQUESTS

It may take up to 72 hours to process a prescription refill. Please plan ahead to avoid any interruptions in your medications. Prescription refills can be faxed to our office by your pharmacy. Our fax number is (843) 799-1392.

OFFICE LOCATION

Our office is located in Florence, South Carolina. Florence has easy accessibility by road and air. Florence is located at the intersection of I-20 and I-95. If coming by road, take I-20 East to Evans Street in Florence. See directions on our web page.

See our website (www.magnolia-health.com) for directions and a map.

Wishing you the best of health and happiness,

Emmanuel Quaye, MD & Staff at Magnolia Health Care