

A large, light blue, stylized leaf graphic is positioned in the background, extending from the top left towards the bottom right. It has several pointed lobes and a central vein.

The UltraWellness Center

YOUR KEY TO LIFELONG HEALTH AND VITALITY

Introductory Patient Information

55 Pittsfield Road, Suite 9
Lenox Commons
Lenox, MA 01240

Phone (413) 637-9991
Fax (413) 637-9995

www.ultrawellnesscenter.com
office@ultrawellnesscenter.com

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CONSENT FORMS

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• Lab Tests	2
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• Primary Care Physicians	2
Medicare Private Contract (to be signed upon arrival)	3
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HEALTH QUESTIONNAIRES

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PATIENT CHECKLIST

DID YOU REMEMBER TO?

- Read all of the practice documents
- Obtain your medical records, lab test results, and diagnostic test reports for the previous year, from your physicians. Please send to The UltraWellness Center arriving at least 7 days prior to your appointment.

The UltraWellness Center
55 Pittsfield Road
Suite 9
Lenox, MA 01240
- Provide your preferred shipping/ mailing address; if listing a P.O. Box please indicate a street address for receiving packages, UPS or FEDEX.
- Provide us with your pharmacy name, address, phone and FAX number.

FILL OUT AND/OR SIGN THE FOLLOWING FORMS

- Patient Pledge
- Important Patient Information
- Medicare Private Contract (to be signed upon arrival)
- Authorization for Release of Medical Information
- Informed Consent Regarding Email or the Internet Use Of Protected Personal Information
- Research Consent Form
- Health Questionnaire
- 3-Day Diet Diary
- MSQ - Medical Symptom/Toxicity Questionnaire

Thank you



The UltraWellness Center

YOUR KEY TO LIFELONG HEALTH AND VITALITY

Dear Patient,

Welcome to The UltraWellness Center. We look forward to meeting you.

WHAT TO EXPECT AT THE ULTRAWELLNESS CENTER

Please arrive 20 minutes before your appointment time for expanded vitals, and plan to spend the entire day with us.

RECEPTION OFFICE—Check In

(10 minutes)

- Welcome to The UltraWellness Center
- Update personal forms and sign consent forms
- Vital signs & picture for medical chart
- Registration for Healthy Living Supplement Store

NEW PATIENT CONSULTATION:

Mark Hyman, MD *(60 minutes)*

Elizabeth Boham, MD, RD; Todd R. LePine, MD; Edward Levitan, MD *(80 minutes)*

- Medical Assessment & Initial Treatment Plan

LABS/TESTING: Lab Technician

(30–60 minutes)

- Review of lab orders, test descriptions and test prices
- Lab testing (if not returning the next morning for lab tests)

NEW PATIENT NUTRITIONIST CONSULTATION:

Margaret Ward, MS, RD, CDN; Lisa Fischer, MS, RDN, LDN; Deborah Phillips, MS, LDN; Kathie Swift, MS, RD;

Eileen Connor Boté, RD *(50 minutes)*

- Nutrition Assessment & Initial Nutrition Plan

NURSE WRAP UP AND REVIEW

(30 minutes)

- Review of physician's treatment plan
- Review of medications prescribed, if needed
- How to obtain prescribed nutritional supplements
- Overview of the day and next steps

RECEPTION OFFICE—Check Out

(20 minutes)

- Schedule follow-up appointments
- Superbill provided for submittal to your insurance provider
- Introduction to on-line Healthy Living Supplement Store

PRACTICE POLICIES FOR PATIENTS

Our goal at The UltraWellness Center 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 least 7 days prior to your appointment. This will allow us to help solve your problems more efficiently and enhance the quality of your care. If your patient packet is late, it may take up to 30 minutes of your appointment time to review your records.

The UltraWellness Center is a fragrance-free building due to the chemical sensitivities of our patients and staff.

WEBSITE

Information about The UltraWellness Center and all relevant patient forms are available through our website, www.ultrawellnesscenter.com.

MEDICAL RECORDS

Medical records can only be released with your authorization. Obtain your medical records, lab test results, and diagnostic test reports for the previous year, from your physicians. Please send to the UltraWellness Center arriving at least 7 days prior to your appointment. The UltraWellness Center, 55 Pittsfield Road, Suite 9, Lenox, MA 01240. A medical records release form is included for your use. Please contact your physician or other health care provider to obtain these records. Your records should be express mailed to The UltraWellness Center, 55 Pittsfield Road, Suite 9, Lenox Commons, Lenox, MA 01240.

CONSULTATIONS

Your initial visit will include a 60-80 minute medical consultation with your physician and a 50-minute nutrition consultation. 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. Our clinical team includes a nurse practitioner who will see patients on an alternating basis with your physician.

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 plain, unflavored 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.

INITIAL CONSULTATION FEES

- Initial MD consultation (80-minutes): \$2,000; (60-minutes) \$2,500 with Dr. Hyman
- Initial Nutrition Consultation (50-minutes): \$250

FOLLOW-UP CONSULTATION FEES

- MD (Dr. Hyman) Office Visit or Phone Follow-up (50-minutes): \$500
- MD (Dr. Hyman) Office Visit or Phone Follow-up (25-minutes): \$300
- MD Office Visit or Phone Follow-up (25-minutes): \$275
- MD Office Visit or Phone Follow-up (50-minutes): \$500
- MD Office Visit or Phone Follow-up (15 minutes): \$200
- Nutrition 1st Follow-up Visit or Phone (50-minutes): \$240
- Nutrition Office Visit or Phone Follow-up (50-minutes): \$200
- Nutrition Office Visit or Phone Follow-up (25-minutes): \$100
- Physician Assistant Visit or Phone Follow-up (50-minutes): \$375
- Physician Assistant Visit or Phone Follow-up (25-minutes): \$190
- 50 Minute Meditation Sessions \$95
- 25 Minute Meditation Session \$48

PRACTICE POLICIES FOR PATIENTS

CONFIRMATION AND CANCELLATION OF APPOINTMENTS

Due to the overwhelming requests for consultations, there is a 7 day cancellation policy for your first Initial appointment. Your appointment must be cancelled at least 7 days prior to your scheduled consultation or you will be charged for the visit. There is a 72-hour cancellation policy for all follow-up appointments. You may cancel your appointment by calling the office. If calling after hours, dial 0 and please leave a message.

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 be put 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

(This section does not apply to Medicare; Medicare recipients please see Medicare information below.)

The UltraWellness Center 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 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.

MEDICARE INFORMATION

The UltraWellness Center 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 UltraWellness Center 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 The UltraWellness Center; such payments are due in full at the time of service. The Center will not require you to sign the Private Contract if you are experiencing an emergency or urgent issue.

PHONE CALLS, MESSAGES & FAXES

- If you have a medical emergency, call 911 or go directly to the nearest emergency room.
- Our office hours are Monday – Thursday 8 am to 4:30 pm EST and Friday from 8 am to 4 pm EST.
- To reach The UltraWellness Center, please call (413) 637-9991.
- Our fax number is (413) 637-9995.
- If you call after hours, our office staff will return your call on the next business day.
- When leaving a message, please be brief and include the following information:
 1. Full name, spell your last name, and date of birth
 2. Reason for call
 3. Best time to be called back
 4. Phone number(s)
 5. Email address (if desired)

PRACTICE POLICIES FOR PATIENTS

PRESCRIPTION REFILL REQUESTS

It may take up to 5 business days 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 413-637-9995.

PLACES TO STAY IN THE BERKSHIRES

There are a number of nearby inns, resorts and hotels that our patients have enjoyed. In addition, please see www.berkshires.org for a comprehensive listing of Berkshire accommodations:

- Kripalu Center for Yoga and Health, Stockbridge: (413) 448-3152 (www.kripalu.org)
- Cranwell Resort, Lenox: (413) 637-1364
- Hampton Inn and Suites, Lenox: (413) 499-1111
- Red Lion Inn, Stockbridge: (413) 298-5545
- Canyon Ranch, Lenox: (413) 637-4100
- Blantyre, Lenox: (413) 637-3556
- Wheatleigh, Lenox: (413) 637-0610

LOCAL RECOMMENDED RESTAURANTS

- Haven, Lenox: 413-637-8998
- Alta, Lenox: (413) 637-0003
- Bistro Zinc, Lenox: (413) 637-8800
- Bizen, Great Barrington: (413) 528-4343
- Allium, Great Barrington: (413) 528-2118

Wishing you the best of health and happiness,

Mark Hyman, MD & The Staff at The UltraWellness Center

DIRECTIONS TO THE ULTRAWELLNESS CENTER

FROM THE MASSACHUSETTS TURNPIKE

Get off at Exit 2 – Lee/Pittsfield/Lenox (Berkshires).

Go through the toll booth and bear right onto Route 20W.

Go through the town of Lee, bearing right around the park and remain on Route 20, into Lenox.

Pass Cranwell Resort on the right.

Continue straight on Route 7 North/Pittsfield Road.

At your 4th set of lights, take a left into Lenox Commons.

The UltraWellness Center is the white building, last on the left hand side at the end of the parking lot, Suite 9.

The UltraWellness Center

55 Pittsfield Road, Suite 9

Lenox Commons

Lenox, MA 01240

(413) 637-9991

FREQUENTLY ASKED QUESTIONS

What is your website address? And how can I order the supplements I need?

Information about The UltraWellness Center can be found at www.ultrawellnesscenter.com. The website also provides an online store for your nutritional and supplement needs. Our team has researched the highest quality products available that meet independently verified standards of effectiveness, quality and purity. You will be registered for our on-line store when you arrive at The UltraWellness Center.

We encourage you to log on to our site to learn more about our services, resources, blogs and links to recommended sites such a library of articles on health and disease that can be a useful resource. We will sign you up for Dr. Hyman's free weekly educational email newsletter and video blog. If you do not wish to receive future newsletters please click on the link to unsubscribe at the bottom of the email.

Do you think you can help me with my health problem?

Our physicians use an innovative systems approach to assessing and treating your health care concerns. Perhaps you have experienced being examined by your doctor, having blood tests done, x-rays or other diagnostic tests taken, only for your doctor to report back that "all your tests are normal". Yet, both you and your doctor know that you are sick. Unfortunately, this experience is all too common.

Most physicians were trained to look only in specific places for the answers, using the same familiar labs or diagnostic tests. Yet, many causes of illness cannot be found in these places. The usual tests do not look for food allergies, hidden infections, environmental toxins, mold exposures, nutritional deficiencies and metabolic imbalances. New gene testing can uncover underlying genetic predispositions that can be modified through diet, lifestyle, supplements or medications.

Dr. Hyman has pioneered the use of such testing to help his patients prevent illness and recover from many chronic and difficult-to-treat conditions. Our physicians are highly skilled in evaluating, assessing and treating chronic problems such as fibromyalgia, fatigue syndromes, autoimmune diseases, inflammatory disorders, mood and behavior disorders, memory problems, Parkinson's disease and other chronic, complex conditions. We also focus on the prevention and treatment of heart disease, diabetes, dementia, hormonal imbalances and digestive disorders.

Can all the tests I need be done at The UltraWellness Center?

Most of the testing can be performed at The UltraWellness Center. Some testing can be done through conventional laboratories and others are only available through specialty laboratories. During your medical consultation, your physician will determine which tests are needed and then our nurses/medical office assistants will review testing recommendations, instructions (ex. fasting or non-fasting, etc.) and costs. Some testing can be performed at home with test kits to collect urine, saliva or stool. Others may require you to go to a local laboratory to have blood drawn. In all cases, we will assist you in coordinating initial and follow-up testing.

Occasionally, we may recommend certain tests that are not performed at our facility (i.e. heart scans, cardiac stress tests, bone density, sleep studies, etc.). In those instances, we can provide you with an order that you can take to a facility near your home or we can schedule an appointment to have them done near our office.

FREQUENTLY ASKED QUESTIONS

Will I see other practitioners at The UltraWellness Center?

Nutritional therapy is a vital component of your treatment plan. Following your initial medical consultation, you will meet with one of our nutritionists, Margaret Ward, MS, RD, CDN; Lisa Fischer, MS, RDN, LDN; Deborah Phillips, MS, LDN; Kathie Swift, MS, RD; Eileen Connor Boté, RD. They will provide recommendations based on your health concerns and tailor your diet based on medical evaluation and test results. You will follow-up with your nutritionist in person, by phone or email consultations.

Do you take insurance?

The UltraWellness Center does not accept insurance; we do not file insurance claims on your behalf, nor do we assist with claim resolution. However, we will provide a detailed receipt of services performed for you to submit to your insurance carriers. We expect payment in full by check, cash or credit card due at the time services are provided.

Can I submit a claim to Medicare?

No, The UltraWellness Center 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 UltraWellness Center 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 The UltraWellness Center; such payments are due in full at the time of service. The Center will not require you to sign the Private Contract if you are experiencing an emergency or urgent issue.

What credit cards do you accept?

We accept the following credit cards: MasterCard, Visa and Discover. It is important to maintain an active credit card on file with our office for billing of follow-up consultations, laboratory testing, and other services.

If you plan to pay with a debit card we require a second method of payment on file as some debit cards have a daily payment limit.

Are The UltraWellness Center physicians primary care physicians (PCP)?

The physicians are trained as primary care physicians but they do not provide acute care services. We will work with you closely as consultants and coaches in preventive, nutritional and functional medicine to help you address the roots of chronic health problems. They can confer with your primary care doctor if required.

Do I have to see the physician in person for my medical consultation?

Yes, their medical licenses require that they meet with a patient in order to provide an initial medical consultation. Follow-up appointments can be arranged by phone or in the office.

FREQUENTLY ASKED QUESTIONS

Whom do I contact?

Our phone number is: (413) 637-9991

Administration: Practice Manager, (manager@ultrawellnesscenter.com)

Lab Results: Phlebotomist, (lab@ultrawellnesscenter.com)

Patient Concerns and Questions: (413) 637-9991 Ext. 0

Prescription Refills: (413) 637-9991 Ext. 184

Medical Records: Office (office@ultrawellnesscenter.com)

Where are you located?

The UltraWellness Center is located in beautiful Lenox, Massachusetts. Albany International Airport (Albany, NY) is approximately 50 minutes and Bradley International Airport (Hartford, CT) is approximately 75 minutes from our office.