

Communication with Medical Staff between Scheduled Appointments

Thank you for continuing to trust us to assist you on meeting your wellness needs. To provide you with the most expedient care possible, we have made some changes regarding communication with medical staff between your scheduled appointments:

Within 48 hours of your appointment, you may respond to your medical provider for clarification regarding your visit and any treatment started during that visit with no added charges. We will NOT charge for routine matters such as prescription refills, appointment-related questions, etc. Addressing problems or concerns you initiate via e-mail is for your convenience. You are always welcome to schedule an appointment with your provider instead of addressing it via email.

All correspondence will be addressed in the order in which it is received. **Please note this email is for Non-Urgent Medical Questions and is not monitored after hours, weekends, or holidays. If urgent, please call the office directly rather than relying on email, select option 2 and leave a detailed message for the nurses. If you have an emergency, please dial 911.** We strive to respond to most email messages within 2 business days.

When the message you initiate involves more than a quick response and it needs to be assessed by the RN or the PA/MD, you will be contacted with the following options based on their discretion and recommendations:

- If the matter is urgent in nature and the schedule can accommodate, you will be offered to schedule an acute care visit at the cost of \$129 (if we are unable to accommodate the appointment for you, you'll likely be referred to your primary care provider or urgent care)
- If the matter is less urgent, and deemed that the matter may be able to be handled by our RN, we can schedule to have a phone visit with our RN at the rate of \$29 per 15 minutes (and usually will be 15 minutes or less). *If this encounter requires escalation to a provider (PA or MD), there will be an additional \$59 charge.
- If it's determined that your email can be handled via email by a provider, you will be charged \$59 per 15 minutes (usually will be 15 minutes or less, with occasional need for additional 15 minutes)
- You are also able to discuss the content of your email at your next follow-up appointment, or reschedule to a sooner appointment, at the cost of \$199

If you need a refill, please first contact your pharmacy directly. This is the most expedient method for obtaining a refill. Remember that you must be current on your visits as recommended by your medical provider to receive refills. In some cases if the schedule does not permit for you to be seen within the recommended time we will issue one courtesy 30 day refill to allow time for you to be seen. No additional refills can be issued until you are seen by your medical provider.

Regarding your Lab Results: You could possibly have access to these results within a couple of days through the laboratory directly. Please remember that our process is different than standard medical offices in that we do not simply report normal or abnormal but provide detailed responses to the levels as indicated on your report. This does take time and we generally will have labs reported back to you within 2 weeks from the time you go to the lab. **Once you receive your results, if you have additional questions beyond the details outlined in your email, an acute care visit to discuss your results with your medical provider will be required.** You can reply to the email or call the office directly to schedule. **Please check your junk and spam folders for emails from TWIHW, as we often end up there.**

Please do not duplicate your email or call in addition to your email as this will only delay our response as all emails and calls are routed through the same process.

If you have a billing question, scheduling questions, or if you need supplement refills, please email admin@TWIHW.com. You can also visit our website to place an order for supplements using our [online order form](#).

Thank you for your patience and understanding while we work to provide you the best care possible.