

Dear Patient:

Thank you for making a Telehealth appointment with the Andrew Weil Center for Integrative Medicine (AWCIM) Telehealth clinic at the University of Arizona! To enhance the value of your visit, we have included an intake form that **must** be completed and returned to us at least two weeks prior to your scheduled visit, via fax or by post mail to the number/address listed on the intake form. Please do not deliver this directly to the clinic. ***Please note: if a completed Patient Intake Form is not received at least two weeks prior to your scheduled appointment, we reserve the right to cancel your appointment.***

APPOINTMENTS

Please understand that **our Integrative Medicine physicians perform consultations only** and cannot serve as primary care providers. In order to have an appointment with us, **you should already have an established primary care doctor.**

Note: Appointments are currently via Telehealth.

A new patient appointment can last 45 to 75 minutes, depending on the intricacies and individual needs of the case. This extended time allows our physicians to thoroughly explore patients' medical history, personal experiences, beliefs and goals. Treatment recommendations are sometimes offered at the time of the first visit, however, at other times a follow-up visit is required to complete the evaluation.

As a new patient, you will be responsible for providing current outside medical records. Medical records may be faxed to 520.626.6484 prior to your first appointment.

CANCELLATIONS

If for any reason you need to cancel your appointment, please let us know as soon as possible, but no later than at least a week in advance (520.694.8888). When you "no-show" or cancel with little notice, the appointment is unavailable to someone else who needs it. We will not allow patients who fail to cancel an appointment in a timely fashion to reschedule.

BILLING

The AWCIM clinic is operated by Banner University Medical Center (BUMC), which is responsible for all billing and billing issues. Banner Patient Financial Services can be reached at 1-800-461-0256. AWCIM is unable to help with billing issues directly.

Currently, **the only insurance plan accepted by the clinic is Medicare.** Medicare with secondary coverage, or Medicare Advantage plans **may or may not** be accepted. **Please contact Banner Patient Financial Services in advance of the appointment for any**

questions. Listed below are the average appointment costs:

New Patient Visit: usual fee is approximately \$400.00

Follow-up Visits: usual fee is \$275.00

Please note: *Our fees are set by the Banner University Medical Center and are subject to change.*

For further information, contact Ms Jackie Gomez at 520.626.5916

Sincerely,

Randy Horwitz, MD, PhD, FACP

Medical Director, Andrew Weil Center for Integrative Medicine (AWCIM)

Professor of Medicine, University of Arizona College of Medicine

