



TOTAL APPROACH
— HEALTH —

Introductory Patient Information

1110 East Hallandale Beach Blvd.
Hallandale, FL 33009
305-504-8876
www.totalapproachhealth.com
michele@totalapproachhealth.com

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 Total Approach Health at 1110 E. Hallandale Beach Blvd., Hallandale, FL 33309 arriving at least 5 days prior to your appointment date.
- 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
- Notice of Medicare Denial
- General Information
- Medical Questionnaire
- 3-Day Diet Diary
- MSQ - Medical Symptom/Toxicity Questionnaire

Thank you



TOTAL APPROACH
HEALTH

Dear Patient,

Welcome to Total Approach Health. We look forward to meeting you.

WHAT TO EXPECT AT TOTAL APPROACH HEALTH

Please arrive 10 minutes before your appointment time

CHECK IN

Welcome to Total Approach Health

Update personal forms and sign consent forms Take a picture for your medical chart

PHYSICIAN CONSULTATION: Michele B. Scheck DO

Medical Assessment & Initial Treatment Plan

LABS/TESTING: Lab Technician

Review of lab orders, test descriptions and test prices

Lab testing (if not returning the next morning for lab tests)

CHECK OUT

Schedule follow-up appointments

Obtain super bill to send to your insurance company for possible reimbursement

PRACTICE POLICIES FOR PATIENTS

Our goal at Total Approach Health 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 3 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.

WEBSITE

Information about Total Approach Health and all relevant patient forms are available through our website, www.totalapproachhealth.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 Total Approach Health, 1110 E. Hallandale Beach Blvd., Hallandale, FL 33309.

CONSULTATIONS

Your initial visit will include an 80-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.

CONSULTATION FEES

- Initial Physician Consultation / Physical (typically 60-80 minutes): \$300
- Initial Physician Follow-up (typically 30-45 minutes): \$200
- Regular Physician Follow-up (typically 15-25 minutes): \$125

CONFIRMATION AND CANCELLATION OF APPOINTMENTS

Due to the overwhelming requests for consultations, there is a 24-hour cancellation policy. Your appointment must be cancelled at least 24 hours prior to your scheduled consultation or you will be charged at the rate of 50% of the scheduled office visit. You may cancel your appointment by calling the office. If calling after hours, please leave a message.

PAYMENT OPTIONS

Our office accepts cash, checks or credit cards (American Express, 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 as well as laboratory testing will be itemized and reviewed with you. Payment is due on the day of service.

INSURANCE INFORMATION

Total Approach Health does not accept insurance and we cannot assist you with claim resolution. In addition, we are not Medicare providers. You will be provided with a billing summary, which you can submit to your insurance carrier.

PHONE CALLS, MESSAGES & FAXES

1. Our office hours are Monday – Thursday 8:30 am to 4:30 pm EST and Friday from 8 am to 2 pm EST.
2. To reach Total Approach Health, please call 305-504-8876.
3. Our fax number is 305-504-8876.
4. If you call after hours, our office 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 date of birth
 - b. Reason for call
 - c. Best time to be called back
 - d. Phone number(s)
 - e. Email address (if desired)

PRESCRIPTION REFILL REQUESTS

It may take up to 48 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 305-504-8876.

OFFICE LOCATION

Our office is located within Om'echaye Integrative Health. When you arrive, please see the receptionist. She will make the doctor aware of your arrival.

DIRECTIONS TO TOTAL APPROACH HEALTH

FROM I-95:

Take Exit 19 – Hallandale Beach Blvd East
Continue east on Hallandale Beach Blvd. for approximately 2 miles
Continue east past Biscayne Blvd. for approximately 3 blocks
We are located on the south side of the street.
1110 E. Hallandale Beach Blvd., Hallandale, FL 33009

FREQUENTLY ASKED QUESTIONS

What is your website address?

Information about Total Approach Health can be found at www.totalapproachhealth.com. We encourage you to log on to our site to learn more about our services, resources, blogs and links to recommended sites.

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. Scheck has been trained in the use of such testing to help her 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 Total Approach Health?

Most of the testing can be performed at Total Approach Health. 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.

Do you take insurance?

Total Approach Health does not accept insurance or Medicare; 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. For assistance with your reimbursement you may want to contact www.phd-or-services.com. We expect payment in full by check, cash or credit card due at the time services are provided.

What credit cards do you accept?

We accept the following credit cards: American Express, 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.

Is Dr. Scheck a primary care physician?

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.

Whom do I contact?

Our phone number is: 305-504-8876 or all questions and concerns can be communicated via email to: michele@totalapproachhealth.com. Please allow 24 hours for a response via email by the physician.