



# The UltraWellness Center

YOUR KEY TO LIFELONG HEALTH AND VITALITY

## Introductory Patient Information

45 Walker Street  
Lenox, MA 01240

(413) 637-9991  
fax (413) 637-9995

[www.ultrawellnesscenter.com](http://www.ultrawellnesscenter.com)  
[office@ultrawellnesscenter.com](mailto:office@ultrawellnesscenter.com)

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## PATIENT CHECKLIST

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### **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 The UltraWellness Center at 45 Walker Street, Lenox MA 01240, 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
- 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

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*Reception Area – 1<sup>st</sup> Floor*

*Please arrive 10 minutes before your appointment time*

### **ADMINISTRATION 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

**MD CONSULTATION:** Mark Hyman, MD; Elizabeth Boham, MD, RD; or Todd R. LePine, MD

*(80 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:**

Kathie Swift, MS, RD; Deborah Phillips, MS, LDN, CHES; or Margaret Ward, MS, RD, CDN

*(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)*

- Schedule follow-up appointments
- Obtain superbill to send to your insurance company for possible reimbursement

## PRACTICE POLICIES FOR PATIENTS

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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.

### WEBSITE

Information about The UltraWellness Center and all relevant patient forms are available through our website, [www.ultrawellnesscenter.com](http://www.ultrawellnesscenter.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 express mailed to The UltraWellness Center, 45 Walker Street, Lenox, MA 01240.

### CONSULTATIONS

Your initial visit will include an 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.

### 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.

### CONSULTATION FEES

- Initial MD consultation 80-minutes: \$1100
- MD Office Visit or Phone Follow-up 50-Minutes: \$400
- MD Office Visit or Phone Follow-up 25-Minutes: \$200
- Initial Nutrition Consultation 50-Minutes: \$150.00
- Nutrition Follow-up Visit 50-Minutes: \$150.00
- Nutrition Follow-up Visit 25-Minutes: \$75.00

### 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.

## **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**

The UltraWellness Center 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 am to 4:30 pm EST and Friday from 8 am to 3 pm EST.
2. To reach The UltraWellness Center, please call (413) 637-9991.
3. Our fax number is (413) 637-9995.
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 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 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 413-637-9995.

## OFFICE LOCATION

Our office is located in downtown Lenox, Massachusetts. Our reception area is on the first floor. Please advise our staff if you need assistance as there is no elevator available. We will make arrangements to accommodate you.

## 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](http://www.berkshires.org) for a comprehensive listing of Berkshire accommodations:

1. Kripalu Center for Yoga and Health, Stockbridge: (413) 448-3400 ([www.kripalu.org](http://www.kripalu.org))
2. Wheatleigh, Lenox: (413) 637-0610
3. Blantyre, Lenox: (413) 637-3556
4. Canyon Ranch, Lenox: (413) 637-4100
5. Cranwell Resort, Lenox: (413) 637-1364
6. Rookwood Inn, Lenox: (413) 637-9750, discount available for The UltraWellness Center patients; may accommodate dietary restrictions with advance notice
7. Hampton Inn and Suites, Lenox: (413) 499-1111

## LOCAL RECOMMENDED RESTAURANTS

1. Alta, Lenox: (413) 637-0003
2. Fin, Lenox: (413) 637-9171
3. Bistro Zinc, Lenox: (413) 637-8800
4. Bizen, Great Barrington: (413) 528-4343
5. 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 (5.1 miles, 10-15 minutes)

Get off at Exit 2 – Lee/Pittsfield/Lenox (Berkshires).  
Go through the toll booth and turn right onto Route 20W.  
Go through the town of Lee, turning right at the stop sign to remain on Route 20, into Lenox.  
Pass Cranwell Resort on the right. You will turn left at the second light after Cranwell onto Walker Street.  
Proceed about 1 mile on Walker Street.  
We are located at 45 Walker Street (yellow colonial on the right with circular drive).  
You can park on the road in front of the office.  
On the main floor turn left and you will see our Reception area.

### FROM CANYON RANCH (0.8 miles)

Take a right out of Canyon Ranch.  
Take a left onto Walker Street.  
We are located at 45 Walker Street (yellow colonial on the right with circular drive).  
On the main floor turn left and you will see our Reception area.

### ***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](http://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. To access the store your user name is your email address and your password is “health”.

We encourage you to log on to our site to learn more about our services, resources, blogs and links to recommended sites such as [www.ultrawellness.com](http://www.ultrawellness.com) and [www.ultrametabolism.com](http://www.ultrametabolism.com). The site contains 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 this 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.



### *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; Kathie Swift MS, RD; or Deborah Phillips, MS, LDN, CHES. 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 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](http://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: 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.

### *Are Dr. Hyman, Dr. Boham, and Dr. LePine primary care physicians?*

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: (413) 637-9991.

All questions and concerns can be communicated via email to:

**Administration:** Practice Manager, ([manager@ultrawellnesscenter.com](mailto:manager@ultrawellnesscenter.com))

**Lab Results:** Phlebotomist, ([lab@ultrawellnesscenter.com](mailto:lab@ultrawellnesscenter.com))

**Patient Concerns:** Nurse ([nurse@ultrawellnesscenter.com](mailto:nurse@ultrawellnesscenter.com))

**Prescription Refills/Questions:** Nurse ([nurse@ultrawellnesscenter.com](mailto:nurse@ultrawellnesscenter.com))

**Medical Records:** Office ([office@ultrawellnesscenter.com](mailto:office@ultrawellnesscenter.com))

### *Where are you located?*

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