



## **Vitae Patient Protocol & Tips**

We are excited that you have chosen to work with our team of health care providers to obtain your health goals. As a new patient in our clinic, it will take time to get to know our staff and clinicians.

- Please discuss your health goals at your visit to help guide us.
- We like to see you fairly soon after the first visit so we don't lose momentum.
- The follow-ups are to continue to foster a trusting relationship and get to know more of your story.
- We recommend subsequent follow-ups to discuss your response to the interventions. Research has shown that there is a direct correlation with positive outcomes of various diseases when there is frequent contact with the primary care provider.
- If you are taking medications or starting new medications, we want to see you to follow-up and make any adjustments.
- Certain medications are mandated that we prescribe in office and fill the medication in office. Please follow the rules to reduce frustration.
- We recommend that all patients come in once a year for an annual preventative check -up. This is covered by insurance.
- If you have any chronic conditions or take any medications we need to see you in addition to the yearly check in. This is a visit that focuses on the conditions, medications, ordering, etc and cannot be part of a preventative visit.

### Helpful tips:

- Come early to your appointment. Schedule your appointments ahead of time so there is no trouble getting in and you stay on track.
- If something comes up or changes or you have significant questions/concerns/confusion-make an appointment.
- We offer telemedicine appointments, which most insurances cover.
- The portal is a HIPAA compliant avenue for brief communication. It is monitored and answered by staff. If it consumes more than 2-5 minutes of their time, you need an appt.
- We make room at the end of our days or during our lunch for things that require more immediate attention. You can also see another provider in the office if they are available.
- We are not supposed to give medical advice via a computer for medical/legal reasons.
- Cancellations happen, life happens. Please be respectful of our time.
- For those you want an appointment quicker than what is available on line- call and find out if something is available sooner- often there are cancellations and we can get you in.

We hope you are committed to your health as much as we are. This is a partnership and can be enjoyable for all of us.