



Dear New Patient,

At Alivation Health, our promise to you is industry-leading treatments backed by personalized, dependable, and compassionate care from a team of trusted and experienced healthcare experts. We partner closely with each patient to provide care for chronic and acute medical conditions while emphasizing preventative health screenings and education. As a leader in brain health and integrated healthcare, we offer unique, proven, and effective treatment options and services not available in other clinics.

At your first visit, you'll have a personalized evaluation with a compassionate provider to learn about **YOU**. This enables us to set a firm foundation and determine how we can best help you. Throughout this process, you'll have access to comprehensive care using advanced medical technology and a wide variety of diagnostic testing should your care require these types of services. We've included information about our practice, providers, and services to equip you with a better understanding of how we provide the best care possible.

At any time, if you have questions please contact us at 402-476-6060.

You and your care are our only priority, and we are grateful for the opportunity to be your partner in getting to Next Level You! We look forward to meeting you!

Sincerely,



## **Contacting Us**

Behavioral Health 402-476-6060

Primary Care 402-435-3355

Neurology 402-476-6060

Our phones are answered from Monday to Friday 8:00 am to 5:30 pm. If you have a true medical emergency, call 911 or go to the nearest emergency room of your choice. You can send secure messages directly to Alivation Health through the Patient Portal instead of calling us directly. The Patient Portal allows you to request appointments and medication refills, submit questions and view lab results. For urgent concerns requiring an immediate response, please call the practice. Emergency medicine physicians and hospitalists will communicate with us regarding your in-hospital care.

## **Office Hours and Appointments**

We see patients by appointment and offer same-day appointments for patients with acute needs. Our office hours are Monday through Friday 7:30 am to 6:00 pm. If you call our office outside of regular business hours with a medical concern, you will be prompted to leave a message for the on-call provider who will triage those calls. To schedule an appointment, please call our office at (402) 476-6060. Existing patients can also request an appointment online through the Patient Portal. We understand that occasionally situations arise, and you may not be able to keep your scheduled appointment. We ask that you extend us the courtesy of 24 hours' notice, so we may use the time reserved for you to help other patients in need. If you miss three appointments, we reserve the right to discharge you from our practice, or you will be on the same day status. If you need to be admitted to the hospital, we will communicate closely with the hospitalist team to coordinate your care following discharge.

## **Lab Work & Test Results**

Please make every effort to have lab work completed one week prior to your visit. We have a qualified phlebotomist on-site who draws blood to be submitted to LabCorp or UNMC according to your insurance coverage. If you use the on-site lab, lab services are not included in the Alivation Health fee. Sign up for the Patient Portal to view your lab results online. Our staff will contact you regarding your lab results. If lab results indicate anything abnormal an appointment will be made with our Primary Care Team to review the results in our office. Lab hours are Monday-Friday 8:00am-5:00pm.



## **Payment & Insurance**

For the benefit of our patients, Alivation Health is contracted with most insurance companies. Our contracts require us to collect co-pays and balances at the time of your visit. We accept cash, checks and credit cards (Visa, Discover, and MasterCard). Some services we offer, such as school physicals and weight management services, are not covered by insurance. You will be notified of the fee before your treatment and will be asked for payment in full at the time of your visit. Failure to pay for medical services delivered to you in good faith will cause your account to be turned over to a collection agency. Should collection proceedings be required to recover an outstanding debt, you will be liable for all associated costs.

## **Prescriptions**

Please check your medication supply prior to your visit so we can order refills at the time of your appointment. We will make every effort to refill your medications during your appointment. If you require refills between visits, please request them through our Patient Portal, or contact your pharmacy. For your convenience, Alivation Pharmacy is located onsite and provides bubble-packing and mail service.

We process refill requests only during normal business hours and we require a 72-hour turnaround. You can follow up directly with your pharmacy after 48 hours. We will call you only if we have a question regarding the refill. Our practice does not manage chronic pain. If you have a chronic pain condition, we will refer you to a pain management specialist.

## **Medical Records**

Your medical records are strictly confidential. We are prohibited from releasing any information from your records without your express written permission. The required release forms are available through our office, online or on the Patient Portal. Letters and forms are completed by our office but please allow five to seven business days for us to complete any forms, prior authorizations, or letters. Be advised that some forms and letters may require an office visit or have a fee to complete them.



## **Brain Health Assessment**

It is Alivation's belief that to achieve the best possible outcome, all patients should undergo a Brain Health Assessment as part of their treatment plan. A patient's outcome is our priority, and the brain health assessment provides crucial information that can increase the effectiveness of your treatment plan and help ensure comprehensive brain health.

The brain health assessment is an invaluable tool to provide additional information when determining your best treatment plan.

The results of the assessment equip providers with information that:

- Assists in diagnosis, helping determine the best treatment option sooner
- Helps in continuous monitoring of treatment
- Provides information to help evaluate alternative treatment options when other plans are not working
- Provides an objective and earlier alert to you and your provider of potential issues that can be addressed earlier prior to full-blown symptoms arising

## **Pharmacogenetic Testing (DNA Testing)**

Genetic differences can influence a patient's ability to metabolize medications and can alter the effectiveness of a medication. Pharmacogenetics, (also called DNA Testing) is the study of how an individual's DNA affects their response to medication. Genetic testing can provide providers with useful information to support their prescription medication decisions. Thus, it is strongly recommended that each patient complete a pharmacogenetic test at their first visit.