

Watson Wellness

Cynthia Watson, M.D.

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Phn: 310-315-9101 Fax: 310-829-9860

INFORMATION FOR PATIENTS

We welcome you to our practice. Thank you for your confidence in seeking to improve your health under our guidance. We are a primary care medical office that supports the principles of holistic integrative medicine. Our goal is create a doctor-patient relationship that will empower you to make the best health care decisions for your medical concerns and overall wellness.

Unlike conventional physicians, we see our role in your care as more than just prescribers of medication. We are here to co-pilot with you in your health and assist in making educated choices regarding medical treatments, supplements, life style and when necessary, medication.

Your healing journey will begin with a comprehensive evaluation of many aspects of your daily life. This includes:

- Your current health concerns
- Past and current illnesses
- Emotional issues
- Family and work issues
- Environmental exposures
- Daily habits – diet, sleep, exercise, spiritual practices
- Medications and supplements
- Allergies and sensitivities
- Previous and concurrent healing modalities

Please bring any important medical reports from other practitioners, as well as a list of medications and supplements. We also ask that you bring all of the medications and supplements that you are currently taking. Our intention is to provide a valuable service, to help you to attain greater wellbeing and to empower you to take charge of your own health.

FEES

Generally, we are a fee for service practice but Dr. Watson does accept Medicare Your receipt will be a superbill which you can then submit to your insurance company for reimbursement.. If you would like us to submit you billing to insurance, please ask the receptionist. There may be an additional fee from our billing service.

For Medicare, payment for un-covered services such as injections and supplements is expected at the time of service If you need assistance or have questions regarding payment, please contact our office manager, Angie Balnis.

CANCELLATION POLICY

We make every effort to provide you with the best possible healthcare and understand that under certain circumstances appointments need to be cancelled or changed. We expect that if you make an appointment and cannot make it that you will have the courtesy to contact us. Messages can be left with the staff or on our voicemail after hours at 310-315-9101.

- All scheduled appointments require a 24 hour notice of cancellation for rescheduling.
- Any schedule change within 24 hours of your appointment will be charged a \$50.00.
- For new appointments we require a credit card to hold your appointment. If you do not keep the appointment or cancel less than 24 hours prior to your appointment, we will charge you \$50.00.
- Patients who miss two consecutive appointments without calling or rescheduling, or who reschedule appointments more than 2 times within the 24 hour cancellation period, may be released from our care.

LABORATORY FEES

We work with many different labs that have different billing systems. Some require pre-payment with the test and others will bill your insurance. Please be sure to have your insurance information with you. For patients without insurance or with high deductibles, cash prices for lab fees are available. Please ask the nursing staff if you are interested in learning more about pricing options.

Please note that we do charge for blood draws and collection & handling as well as for other tests that are performed in the office such as urinalysis and wet mount (test for vaginal infections).

For patients without insurance, high deductibles or HMO's, we have low cash prices for laboratory tests available. Please discuss any concerns you have with the nurses in the lab.

LABORATORY RESULTS

Because the nature of our practice is that of prevention and wellness, unless otherwise instructed, we ask that you make a follow-up appointment to discuss your test results. When appropriate, we can arrange phone appointments to discuss labs. There will be a \$100 fee per 15 minutes interval. Insurance does not reimburse for phone appointments.

EMERGENCIES

Since we are a primary care office, we provide a 24-hour answering service with a doctor available evenings and weekends when the office is closed. Please note that this service is for *emergencies* only. You will need to call the main number, 310-315-9101, press 0 for an operator and the answering service will connect you with the doctor on call. Dr. Watson is on the staff of St. John's Hospital and has hospitalists available to treat you when she is not available.

PRESCRIPTIONS

For fastest service contact your pharmacy for prescription refills. They will initiate a fax or electronic prescription for approval. Please allow at least 24 hours for prescription refills. If you have an urgent refill request, call the pharmacy and then call the office to alert us regarding the medication request. We cannot fulfill routine prescription requests after hours or on weekends.

For new prescriptions requested by phone for acute infections or a refill of a medication prescribed by another doctor, you will be asked to pay \$25.00 provided that your doctor deems the prescription appropriate. You may be asked to make an appointment before any medication is prescribed.

TELEPHONE CALLS

If you have a brief question, you can call and leave a message with the staff and someone will return your call within 24 hours. Please be sure to give us the best time and number to return your call. If you have a complex question or problem you will be asked to make an appointment.

EMAIL

Many people find that emailing is a more efficient way to contact us, however email may not always be reliable. Please be aware that email is not for serious, urgent or emergency issues. Emails are for brief, non-emergency questions. We may not be able answer your questions via email.

If you have an acute issue please call the office. Please do not send photos unless requested to do so. Due to HIPPA laws we cannot guarantee your privacy when emailed photos are sent. If you have complex issues on an email you will be asked to make an appointment.

SUPPLEMENTS

We carry a large number of high quality supplements in the office. Re-ordering can be done either by calling the office, emailing a request to info@watsonwellness.org, or faxing a supplement order form to 310-829-9860. Please see the website for further ordering information.

We welcome you to our practice and are committed to help you along your path to healing and wellness. We believe it is important to create intentions for goals in your life. Your commitment to good health is the foundation of this process. Let us help you further your goals to improve the quality of your life.

Sincerely,

Cynthia M. Watson, M.D.
Salley Stewart, RNP