



Office Policies

Integrative Family Medicine, LLC is the primary care consultative practice of Dr. Jennifer Rabenhorst. Integrative Medicine is an approach "that selectively incorporates elements of complementary and alternative medicine (CAM) into comprehensive treatment plans..." with the perspective of "health and healing rather than disease and treatment. It views patients as whole people with minds and spirits as well as bodies..." (L. Rees, A. Weil. Integrated Medicine. BMJ 2001; 322:119-120).

CONTACT INFORMATION

- **Hours:** Generally: Monday 2-5, Wednesday 9-5, Friday 2-5.
Hours vary. Call for acute care needs or prior to visiting.
- **Office Phone/Fax Number:** 1-888-953-0005
- **Address:** 10440 Shaker Drive, Suite 103
Columbia, MD 21046
- **Email:** ifm@onebox.com
(although https is used, emails with sensitive and confidential information should be used at your discretion)

Same day or next day appointments can usually be accommodated for urgent needs. For URGENT calls only, established patients can call Dr. Rabenhorst's personal cell phone at 301-814-6333, which is also the number given on the office phone. For emergencies, call 911.

APPOINTMENTS

You may schedule appointments online (use the link on the webpage). Alternatively, you may call the office at 888-953-0005 or email ifm@onebox.com to request an appointment. Be advised, some available time slots might not appear in the online appointment calendar. For same day appointments or urgent needs, please call. When scheduling online, be sure to mark for appointment confirmation. **If you do not receive a confirmation, you do not have an appointment.**

There is a **\$50 charge** for late/missed appointments or cancellations without a notice of two business days. Please be considerate of the practice as well as other patients who may be waiting for an appointment slot.

Medical Appointment fees are as follows:

- **New Patient (1.5-2 hours)** \$325
- **Follow-Up (~1 hour)** \$150
- **Phone Consults** \$2/min
- **Online services (email reply with diagnostic evaluations or treatment recommendations)** \$25

This is the charge for the appointment; additional services, supplements and laboratory fees are separate. Full payment **by check** is expected at the time services are rendered. There is a **\$25 fee** for returned checks. A **\$25 fee** may also apply to completion of forms, additional coordination of services, insurance company communications, etc. Acupuncture appointments are **\$85** for established patients (initial visit costs more for non-established patients).

Please do not leave children unattended. Also, some appointments can be lengthy, so please plan ahead by bringing reading materials, games, etc for your children. Also, food is not allowed in the office.

INSURANCE

The practice does not participate with insurance companies for philosophical and economical reasons. This way the appointments can be long and appointment costs can be kept low. You will receive the paperwork necessary to file a claim with your insurance company. **This does not apply to MEDICARE. Medicare will NOT reimburse. If you have Medicare, please call the office as soon as possible.**

It is your responsibility to be familiar with the terms of your health insurance plan, including coverage, precertifications, partnered laboratories, formularies, etc. **Please be familiar with which laboratory your insurance uses (usually Labcorp and/or Quest).**

The practice is not responsible for submitting claims for any services or products to your insurance, including laboratory fees and office visit charges. Reimbursement is not guaranteed. Note that an Insurance Provider may not cover labs/referrals/studies requested by an out of network provider. An Insurance Provider may not cover a basic physical exam (i.e. no specific problem/complaint) if there has been one within the last 1-2 years. In the spirit of partnership, attempts will always be made to accommodate your needs, however, **it is the patient's responsibility to check with their insurance regarding coverage policies and to initiate and complete the insurance reimbursement process.**

PRESCRIPTION REFILLS

Ideally, you will have enough refills to last until your next appointment. Be sure to inquire for more refills at each appointment. Outside of an appointment, please allow up to **three days** to process your request.

LAB RESULTS AND OTHER STUDIES

Lab results will be mailed to you when received. Your follow-up appointment will incorporate time to go over the lab tests and studies ordered. Please wait until your appointment time to go over the results.

DIRECTIONS

Feel free to come early and relax while enjoying a cup of tea!

From the North (Baltimore Area)

Take I-95 south. Exit Route 32 west. You will be on Rt. 32 for approximately 2 miles. Exit onto US 29 North, toward Baltimore. Take the next exit for Shaker/Seneca Road and make a right at the stop sign. Then turn left at the sign for the business complex Atholton Square (after Flapjack Lane).

We are the building behind the PNC Bank -- Suite 103.

From the South (Washington Area)

Take I-95 north. Exit onto Route 216 west. From Rt. 216, turn onto US 29 north, toward Baltimore, continue for approximately 3 miles. Take the exit for Shaker/Seneca Road (after Route 32) and make a right at the stop sign. Then turn left at the sign for the business complex Atholton Square (after Flapjack Lane).

We are the building behind the PNC Bank -- Suite 103.

This practice is modeled after an innovative type of practice called "Ideal MicroPractice" or "Ideal Medical Practice". In optimizing efficiency by removing the barriers between patient and physician, there is more attentive care with longer appointments and increased accessibility to the physician. However, this means there is minimal support personnel and there is no in-house laboratory. It does mean an office that is technologically advanced and easier scheduling. My Mission is to guide patients towards their optimal wellness, with respect and compassion through the journey. For more on my philosophy, please see my website at www.mdfamilyphysician.com.