

WELCOME TO FOX VALLEY WELLNESS CENTER / MIDWEST HYPERBARICS

It is our desire to accommodate both you and your medical needs with professional medical services. Your initial appointment with Dr. Meress will begin a medical process to develop an ITP (Individual Treatment Plan) specifically for you. We welcome and encourage our patients to become an integral part of their healthcare at Fox Valley Wellness.

2 WEEKS BEFORE YOUR FIRST APPOINTMENT

We require the following be E-mailed, mailed, or faxed to Fox Valley Wellness Center two weeks prior to your first appointment:

- 1. Your past 2 years of medical records. These records provide valuable information critical to evaluating you and developing your ITP. Your records may include: doctor's progress notes, laboratory test results, radiological testing results, medical imaging, etc. The records you provide will become part of your ITP medical documentation at Fox Valley Wellness.**
- 2. Pre-appointment paperwork. This allows us an opportunity to prepare and ready your chart for your initial appointment with Dr. Meress.**

BLOOD TESTS AND RESULTS

During your appointment, Dr. Meress may order blood tests. You may have your blood drawn at our clinic or take the lab orders to a clinic/laboratory of your choice. It is your responsibility to have doctor ordered blood testing done. If you choose to have your blood tests done at a lab other than Fox Valley Wellness, please have the blood drawn at least **8-10** days prior to your scheduled appointment. This allows for test processing time and fax/mail delivery to our office. If you choose to use the services at Fox Valley Wellness be assured we utilize the services of several reputable laboratories that we feel meet the specific needs of your health conditions.

We ask that you not call the office to check the status of your test results. If your results are within normal ranges they will be discussed with you at your next scheduled appointment. If abnormal results are reported, our office will contact you and our nursing staff will discuss Dr. Meress' recommendations.

FOLLOW UP VISITS

Your medical condition and/or tests may require follow-up appointments. We ask that you schedule your appointment before you leave the office. By doing this, you are assured a return visit in the time frame requested by Dr. Meress.

The nurses assist our doctors with scheduled patient appointments. We ask you respect Dr. Meress and our nursing staff's time with scheduled appointments. Thus, it would be greatly appreciated if you reserve your questions for your scheduled follow-up appointment and not utilize a "walk-in basis" to have your questions answered.

TIMELY ARRIVALS

Your scheduled appointment time as well as other patients scheduled times will be honored by your timely arrival for your appointment. Early arrival allows our staff adequate time to perform in-office procedures. This request provides for a full utilization of your scheduled time with Dr. Meress. Late arrivals may cause your appointment to be cancelled.

TELEPHONE CALLS

The following issues relate to telephone calls frequently received by our office. We ask you follow these recommendations:

- If you have a condition that is life threatening, please dial 911 or go to the nearest emergency room.
- If you have an issue that relates to care provided by your primary care physician, please contact that physician.

PAYMENT POLICY

Fox Valley Wellness Center/Midwest Hyperbarics is a cash-based facility. Payment must be paid in FULL at time of service. Upon request, we will complete and mail a claim form to you which you can use to submit to your insurance company for reimbursement directly to you. FVWC does not offer payment plans. FVWC accepts cash, personal check, Visa, MasterCard & Discover.

LABORATORY AND INTRAVENOUS SCHEDULE

Lab blood draws must be completed **before** 3:00 P.M. to allow adequate processing time and same day shipment to the appropriate lab.

Intravenous therapy appointments are available **after** 9:00 A.M. unless prior arrangements have been made.

Thank you,
Steven G. Meress, M.D.
Staff of Fox Valley Wellness Center/Midwest Hyperbarics