



# New Patient Information

Brio Functional Medicine  
309 N. Market Street, Suite C  
Chattanooga, TN 37405

Phone 423-541-1371  
Fax 423-815-1266

[www.briomedicine.com](http://www.briomedicine.com)



Dear Patient,

Welcome to Brio Functional Medicine. We are pleased to be partnering with you in your journey to optimal health! Please review the information below to get an idea of what to expect during your initial appointment.

## WHAT TO EXPECT AT YOUR INITIAL VISIT

Please arrive **15 minutes** before your appointment time to allow for parking and any additional time for any inclement weather conditions.

- **RECEPTION: Office Check- In: (10 minutes)**
  - Update personal and health insurance information and sign consent forms.
  - Meet Medical Assistant for vital signs
- **MEDICAL PROVIDER CONSULTATION: (30 minutes)**
  - Initial Medical Assessment and Treatment Plan
- **LABS – REVIEW OF RECOMMENDED TESTING: (up to 15 minutes)**
  - Review of recommended lab orders
  - Review lab test instructions and pricing
- **RECEPTION: Office Check- Out: (10 minutes)**
  - Schedule follow-up appointment(s)
  - Pay for visit and testing
- **LAB VISIT:**
  - If labs are ordered, you may complete them at the **Quest Diagnostics walk-in offices at 600 N. Holtzclaw Ave. Suite 210, Chattanooga, TN 37404**. Labs are drawn on a walk-in basis Monday through Friday from 8:30 a.m. to 4:30 p.m. or you may self-schedule an appointment for your lab draw by visiting Labcorp.com. Maps to the lab will be provided at the request of the patient. We recommend that you drink plenty of plain water the morning of your lab appointment. This prepares you for any lab tests that may be drawn.
  - If any additional at home lab testing is recommended you will be given those kits and instructions at the initial appointment. Fees for specialty tests must be paid in full the day of your appointment. There are no refunds for pre-paid tests.
  - All lab results will be reviewed at the follow up visit (in-person or telemedicine) with your provider. **Please note, lab results cannot be reviewed or consulted on via phone.**
  - **All attempts will be made to code lab testing for insurance coverage; however, you may be responsible for testing not deemed medically necessary by your insurance carrier. We offer affordable self-pay pricing for all testing for patients without commercial insurance or those choosing to not use their insurance.**



## CHECKLIST TO COMPLETE PRIOR TO APPOINTMENT

Step	Items to complete	Done
	Read and review all the enclosed new patient procedures	
	<p style="text-align: center;"><b>PREPARATION FOR APPOINTMENT:</b></p> <p><b>1.</b> Find the email from Brio Functional Medicine confirming your appointment and complete the requested demographic information including your preferred pharmacy. You may choose to upload your insurance information as this will help us to make an appointment for your lab draw.</p> <p><b>2.</b> Complete the attached pdf file of the Health Questionnaire and email or drop off the completed questionnaire to Brio Functional Medicine, 309 N. Market St., Suite C, Chattanooga, TN 37405 or fax to (423-815-1266) at <b>LEAST (1)</b> day prior to your scheduled appointment. You may also choose to fill out the questionnaire using the fillable pdf file. Please download the file and save before printing or emailing to lock your information on the form.</p> <p><b>3.</b> Obtain your previous medical records from other physicians or health care providers.</p> <ul style="list-style-type: none"><li>• Complete the medical records release form and give it to each of these outside health care providers in order for us to receive these records prior to your appointment.</li><li>• Instruct outside health care providers to mail records to: Brio Functional Medicine, 309 N. Market St., Suite C, Chattanooga, TN 37405 or fax to (423-815-1266).</li></ul> <p><b>4.</b> <b>Arrival:</b></p> <ul style="list-style-type: none"><li>• Arrive <b>15 minutes</b> before your appointment. Allow adequate time for parking and navigation to desk. Visit <a href="http://www.briomedicine.com">www.briomedicine.com</a> for specific directions.</li><li>• Please refer to the Appointment Policies section in this guide for details on late arrivals and cancellation policies.</li></ul>	



## PREPARATION FOR APPOINTMENT DETAILS

### Health Questionnaire:

Our goal at the Brio Functional Medicine is to provide you with the highest level of personalized care. We are committed to helping you achieve optimal health.

It is important to read all the enclosed information carefully. Please complete the Health Questionnaire and mail or fax 423-815-1266 to our office at least **1 day prior** to your appointment.

The health questionnaire **MUST BE COMPLETED BEFORE** your appointment. If it is incomplete please consider the time it will take to complete it before your appointment. Filling it out while you are at your visit may consume up to 30 minutes of your allotted 45 minute provider consultation. It will also prohibit us from reviewing this important information in advance. This information is vital for the doctor in preparing your treatment plan. By completing this information in advance, the clinical team can efficiently enhance the quality of your care.

### Medical records:

Medical records can only be released with your authorization. You are responsible for obtaining previous medical records from other physicians or health care providers who are not affiliated with Brio Functional Medicine. A medical records release form is included for your use. Please contact your physician or other health care provider to obtain these records prior to your appointment. Please ask your outside provider to express mail medical records to Brio Functional Medicine, 309 N. Market St., Suite C, Chattanooga, TN 37405 or fax to (423-815-1266).

As an alternative medicine provider, we are unable to provide medical records for health insurance claims, disability claims, or life insurance applications.



## APPOINTMENT POLICIES

### Late arrivals:

Please arrive **15 minutes** before your appointment time to allow for parking and any additional time for any inclement weather conditions.

- If you are more than 30 minutes late you will forfeit your appointment time and be rescheduled for the next available opening.
- If you are late the amount of time you are late will be deducted from your allotted visit time.

### Cancellations:

If you must cancel or re-schedule your appointment, please contact us at least two (2) business days (48 hours) prior to your appointment or the full office visit fee will be charged to the payment method on file. To cancel or re-schedule your appointment, please contact our office at 423-541-1371.

### Consultation Times:

Your initial visit will include a 55-minute medical consultation with your provider.

Laboratory/diagnostic testing are integral components of your treatment plan. Test results are used to design your personal health care program as well as uncover the root causes of your medical condition. Nutritional supplements are often recommended. We will suggest only the highest quality products available. You will be guided through the interpretation of all lab results at your follow up visit with your physician. **Please note lab results cannot be consulted on via phone.**

## INSURANCE AND PAYMENT DETAILS

### Appointments with Meredith Mason, NP-C:

\* The office visit rate is \$399 for an initial 55-minute consultation. Subsequent visits will be billed by length of visit at the rate of \$299 and are typically 45 minutes in length.

All appointments with Meredith Mason, NP-C are currently self-pay and we are considered an out-of-network provider. Commercial insurance can be used to bill for traditional labs ordered through LabCorp; however, **you may be responsible for the cost of testing not deemed medically necessary by your insurance carrier.**

Meredith does not accept Medicare, Medicaid, or commercial insurance and we do not file insurance paperwork on your behalf. We will provide a detailed receipt for services performed with diagnosis codes for you to submit to your insurance carriers per patient request. Please call your insurance provider to confirm your out-of-network benefits to ensure your reimbursement amount.