

OFFICE POLICIES

Welcome! We look forward to helping you get well and stay well. At Proactive Alternatives, P.C., we aim to transform the health of each of our patients by creating a personalized wellness plan that leverages the best of conventional & alternative medicine to deliver meaningful outcomes.

Whether treating you for a specific condition or working with you to create a personalized long-term health and wellness plan, we use an integrative approach that looks at you holistically, as an individual with your own particular needs.

It all starts with learning as much about you as we can. To make your first visit as comfortable and efficient as possible, we ask you to review a few things before coming to the office.

Book an Appointment

To make an appointment, please go to our website: proactivealternativepc.com and follow the instructions for new or existing patients. If you have any trouble using our online appointment systems, please call us at 847-549-6044 and we will be glad to help.

Medical Records:

New Acute Patients: To help us understand your medical needs, please bring copies of pertinent medical records and diagnostic test results or upload them to the appointment scheduler prior to your appointment.

New Comprehensive Patients: Please obtain medical records from previous providers, download forms from website, and upload, send or fax records (847) 549-6058 prior to your first appointment. Please visit our website: proactivealternativespc.com for more detailed information.

1. If you are requesting other doctors' offices to send medical records, please allow ample time for them to comply with your requests. Please have records faxed to (847) 549-6058. You can download the [Release-of-Health-Information here](#).

If you wish for Proactive Alternatives to obtain your medical records from your doctor, please complete the online form "Release of Medical Record Information" and return to the office prior to your scheduled appointment. Please fax the form to (847) 549-6058.

Bring a Complete List of Your Medications and Supplements:

We need to know what medications—both prescription and nonprescription—you take. Please **bring all the bottles** of the non-prescription/supplements you are currently taking along with a **comprehensive list** of all prescriptions you take, including drug name, dose, prescribing doctor, and condition it treats.

Bring your Concerns and Questions:

Open communication with our patients is of primary importance to us. We want to address all your health questions and concerns, including issues that our new patient forms may not include. Please bring a list of your questions and concerns with you. We look forward to welcoming you in person to our center. We'll do all we can to help make your first visit as comfortable as possible.

Location/Hours:

Proactive Alternatives: 14044 Petronella Drive, Suite 3, Libertyville, IL, 60048

Hours: Tuesday through Friday, 10:00 am - 6:00 pm

After Hours Care:

Patients are able to call the office 847-549-6044 for urgent questions. True medical emergencies should be taken directly to your local emergency room or 911 called.

Cancellation Policy:

So that others can have appointments available for illnesses and other concerns, we request a minimum of 24 hours' notice for cancellations or rescheduling of appointments. We understand unusual emergencies may arise and ask you to notify the office as soon as possible in these cases. We are happy to reschedule your appointment when a conflict occurs. If you continually fail to attend a scheduled appointment and do not give us prior notification, you may be assessed a fee of 50% of your scheduled visit.

Health Insurance Policy:

Proactive Alternatives, P.C., is an out-of-network provider for all medical insurance plans. We accept Medicare, but not Medicaid. This model of care allows us to provide advanced personalized integrative medicine in an unrushed setting, where you/your child can be treated as an individual.

We keep the costs of our services and treatments reasonable, and charge Medicare rates for many of our services.

As a courtesy to our patients, we will submit a claim for your visit and lab costs to many insurance companies, so that you can potentially receive out-of-network reimbursement. Please provide us with your insurance card and any additional information we will need. Although we will bill your insurance as a courtesy, it is ultimately a patient's responsibility for payment and to understand his/her health coverage.

Notice of Privacy Practices:

Proactive Alternative's Privacy Policy can be downloaded on our website, or can be viewed at our location.

Thank you:

Thank you for taking the time to review our office policies. If you have any questions or concerns, do not hesitate to talk to the office manager. Please keep a copy of this office summary for future reference. These policies are subject to change without notice.