

**OFFICE POLICIES:**

- Dr. MacIsaac serves as a consultant in Integrative Functional Medicine. She does not serve as a primary care physician. You are advised to maintain your primary care provider for regular screening and urgent care scenarios. If you currently do NOT have a primary care provider, you are urged to obtain one.
- Office hours are Tuesday, Wednesday, and Thursday, from 9 am until 4 pm. Emails, voicemails, and phone calls will be addressed during those hours ONLY.
- All inquiries are directed to [reception@katemachealing.com](mailto:reception@katemachealing.com) or (540)527-7323.
- If an appointment cannot be kept, please contact the office at least 48 hours prior in order to reschedule without a fee. If within 48 hours, a fee of one half the scheduled visit fee will be required.
- For refills on prescriptions generated by Dr. MacIsaac, please call the pharmacy who dispensed the medication first, before calling the office.
- The office does not participate in any insurance, Medicare or Medicaid programs. Dr. MacIsaac is a provider out of network. The patient is responsible for payment in full at the time of service. A superbill can be provided upon request, which one may submit personally for possible reimbursement.
- Laboratory work will be ordered based on individual needs, some from conventional labs such as Quest or Lab Corps, but other functional tests may be indicated. Insurance may or may not cover all testing, but estimates of potential costs will be provided prior to completion.
- Test results will be discussed in detail at an appointed time. Results will be made available only after Dr. MacIsaac has reviewed them.
- Nutritional advice and supplementation recommendations will be made, with attention paid to the quality of any given product. Dr. MacIsaac researches companies for evidence of purity and potency before suggesting any nutraceutical product be taken. The choice to proceed is always up to the patient.

I acknowledge the policies as stated above. \_\_\_\_\_

DATE \_\_\_\_\_



129 S Randolph St Ste 6  
Lexington, VA 24450

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



[reception@katemachealing.com](mailto:reception@katemachealing.com)



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