

Emergencies:

Dr. Logan is a specialist in Integrative Medicine and currently does not take care of patients admitted to the hospital. Our practice is outpatient-based with a focus on wellness and is not considered "primary care." Therefore, if an emergency arises after office hours, please contact your family physician; go to the emergency room or call 911.

Brief Follow-Up Questions:

To best serve your needs after an office visit, please fax, email or call and speak with the Medical Assistant. **Please allow up to 24 hours for a response.** Include your name, date, brief question and a return phone number. There is no charge for a brief question-answer exchange.

Numerous questions or lengthy discussions require a phone consult and appropriate fees are charged.

Forms and Documents:

Completing extensive forms for disability, home health care, FSA or similar requests, may require scheduling an office visit or phone consult and appropriate fees are charged. There is no charge for work/school excuses, travel letters or simple medical necessity letters.

Release of Medical Records:

Should we need to send to or receive medical records from another physician, you must sign a "Medical Release Authorization" form (ROI) which can be obtained at our office.

Frequently Asked Questions:

Will insurance pay for services that The Logan Institute provides?

We are not in any health insurance network. Payment for an office visit varies depending on your "out of network provider" coverage. Many insurance companies do not recognize some of the therapies, such as IV nutritional/chelation, acupuncture, and lymph therapy. We recommend you contact your provider prior to your initial new patient consultation.

Will The Logan Institute file for reimbursement?

Our goal is to provide excellent patient care and focus on you, the patient. We do not have the staff to obtain authorization, bill for services or file with all the various carriers. We will provide the appropriate paperwork to you if you choose to file and seek reimbursement from your insurance company

Will Medicare / Medicaid, or my supplemental insurance, pay for services or treatments?

Dr. Logan **is not a Medicare / Medicaid provider.** Supplemental insurance **may not** cover services from a non-Medicare provider.

Will lab/diagnostic tests be reimbursed?

Standard blood tests are covered by many insurance plans, including Medicare/Medicaid. However, specialized testing of stool, urine, saliva and hair analysis are often non-covered services. Other traditional diagnostic procedures, such as Echocardiogram, EKG, etc. are often covered with a prescription.



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Office Hours:

Monday through Thursday
8am – 5pm

We are closed for lunch 12-1pm

Friday 8am – 11:30am

**Important information regarding
our practice is enclosed.**

**Please retain for future reference
should you have questions about
our policies and procedures.**

About Us

The Logan Institute is a comprehensive patient-centered practice that addresses your health concerns from a more holistic and less invasive perspective. Our goal is to facilitate health and wellness through diet, nutrition, supplements, immune therapies, acupuncture, IV therapy (chelation, nutritional support, etc.) and other treatments as deemed appropriate. The commitment of our practice is to you, the patient.

Your New Patient Appointment

Please complete all of the forms enclosed and bring them with you to your appointment. It is not necessary to send them in advance.

if you have previous lab results/ radiology reports, it is very important that you make copies and bring them to your appointment.

A \$100 non-refundable deposit is required to set an appointment with Dr. Logan. The \$100 is applied towards the cost of your new patient visit when you check out.

Fragrance-Free Policy

Due to the nature of our business, it is necessary for us to ask ALL patients to refrain from wearing scented hairsprays, colognes, perfumes, aftershaves, etc. on the days that you are here. If you are not fragrance-free we may need to reschedule your appointment.

Thank you for your cooperation

Office Policies

New Patient Consult - Rescheduling

We require *two full business days notification* if you wish to cancel or reschedule your new patient consult. We will contact you two-weeks in advance to confirm that you do wish to keep your appointment. Due to high demand for these appointments and as a courtesy to others, we request that you let us know at that time if you wish to cancel.

Follow up Appointments, Therapies

We require one *full business day* notification if you wish to reschedule/cancel any follow-up appointment or therapy session. First missed appointment charges are as follows: \$50.00 for office visit, LBG treatment or acupuncture; charge for materials plus nurse's admixture fee of \$15.00 for missed IV Therapy. *Subsequent missed appointments are charged full price.*

As a courtesy to others, if your appointment is on Monday, please notify our office no later than 5 pm Thursday. This provides our staff adequate time to fill this appointment from our extensive cancellation list.

If you are more than 15 minutes late we reserve the right to reschedule.

Prescription Refill Requests

24-hour notice is required for prescription refills. Please call us in advance *before* your medication runs out, and *not the day of*. We will notify you when the prescription has been called into the pharmacy so you will not make an unnecessary trip. *Regular follow-up appointments every four (4) months are required before prescriptions can be refilled.*

Duplicate Fee Tickets

The office provides every patient with a fee ticket for any office visit or procedure that you may file with your insurance company. If fee tickets are lost there is a \$2.50 charge for each duplicate we must re-create. We recommend you make a copy of everything you submit to your insurance company. There is no charge to provide you with a ledger at the end of the year for tax purposes.

Copies of Labs, Lost Lab Orders

It is your responsibility to provide copies of medical records or labs from another physician. We charge .25 per page to make copies for you.

If we give you a lab order and you lose it, you may pick up a duplicate at the office. Or, we will be happy to fax it to you or the lab. If, however, you want a copy mailed to you, there is a .25 copy charge plus postage.

There is no charge to provide you with a copy of labs ordered by Dr. Logan. We will provide these to you at your office visit. If you wish to have them mailed, there is a charge for postage.

Cell Phone Policy

Cell phones must be turned off any time you are in the building. Please step outside if you must take or make a call.