



12840 Riverside Dr, St #402 Studio City, C.A 91607  
(323) 661-7661; Fax (323) 661-0747

**About Our Office:** Our goal at Angel Longevity Medical Center is to provide you with the highest level of personalized care at the best possible price. We are committed to helping you achieve optimal health.

The following policies have been adopted to create the best possible health experience at our office. It is important that you read all of the following information carefully.

**Electronic Medical Record (EMR):** We use an EMR called Power2Practice. All of your medical records will be contained in the EMR. This program is very efficient and will allow you and your health care provider and our staff to communicate efficiently and securely. You will be provided access to your patient portal via Power2Patient, as soon as you are scheduled for your initial visit. You will need to log into your patient portal as soon as possible which will make available to you your medical history form to complete before your initial visit.

**New Patient Forms:** All new patients must complete their medical history through the patient portal before you arrive for your initial visit. There are additional forms that will need to be read and signed at our office on your initial visit. Allow about 30 minutes to complete the new patient paper work on your initial visit. Therefore it is important to come 30 minutes early to allow for enough time.

**Website:** Information about Angel Longevity Medical Center and all patient forms are available through our website [www.angellongevity.com](http://www.angellongevity.com)

**Medical Records:** Medical records can only be released with your authorization. A medical release form is enclosed for your use. You are responsible for obtaining previous medical records from other physicians or health care providers. Please contact your healthcare providers to obtain your records and then mail them to Angel Longevity Medical Center, 12840 Riverside Dr. Suite #402, Studio city, CA 91607

**What to Expect on Your Initial Visit:** Your initial visit with your physician will typically be between 30 min to 60 min depending upon your condition. After this consultation your physician will typically recommend any necessary tests specific to your case. These tests are designed to reveal the underlying imbalances relating to hormonal, nutritional, vitamin or mineral deficiencies. Nutritional testing and laboratory testing is an integral part of your treatment program. Test results are used to design your personalized treatment program help resolve the underlying root cause of your medical condition. Nutritional supplements of the highest quality are usually recommended. These tests will either be performed in our office or at your home.

After the initial consultation the doctor will usually recommend a concierge program tailored to your needs and this would be gone over by our Program Consultant. Please allow about 30-60 min for this part of the visit.

**Confirmations and Cancellations of appointments:** Your health is our number one concern. It is vital that you do all the steps of your treatment program as laid out by the doctor. Because the doctors time is in such demand and to facilitate getting you successfully through the program we will be scheduling you as far in advance as possible. We understand that life can throw you all sorts of unexpected curves, but we know that if we are able to stay in good communication with you we will not be forced to apply the following missed appointment policy.

Missed or Canceled Appointments: We have a 48-hour missed appointment policy. If you cancel your appointment without at least 48 hours' notice or you just no show, then we will have the right to enforce our missed appointment policy and charge you in full for the value of the missed appointment. For example: If you violate this policy and you had a doctor's appointment, you will be charged the full value of your appointment. Similarly, if you miss an IV appointment, then we will deduct that IV from your IV package and if you do not have a package then we will charge you the full value of the IV treatment.

This policy is in place solely to continue to provide the best quality of care to each of our patients.

**Financial Policy:** All services must be paid in full at the time of service. We do accept American Express, Visa, Master card or Discover card

We also accept Debit cards so long as they have the Visa or MasterCard logo.

We accept cash, personal checks as well as business checks. We also have financing available.

We offer concierge programs for our patients where a flat advance fee is charged for a specific period of care, ranging from 4 months to a year. Payment options may be available for your program and these will be gone over with you by your patient coordinator.

**Insurance Billing:** Angel Longevity Medical Center does not bill insurance and we cannot assist you with claim resolution. In addition we are not Medicare providers. We can provide you with a billing summary which you can use to submit to your insurance carrier for reimbursement.

### **Phone calls, Messages and Faxes:**

1. Our office hours are Mondays 10 am -5pm and Tuesday through Fridays 9 am to 5 pm.
2. To reach Angel Longevity Medical Center, call (323)661-7661.
3. Our Fax number is (323) 661-0747.
4. If you call after hours our staff will return your phone call the next business day.
5. If you have a medical emergency, please call 911 or go to nearest emergency room.
6. When leaving a message, please be brief and include the following information:
  - a. Full name and spell last name and date of birth
  - b. Reason for call
  - c. Best time to reach you back.
  - d. Phone number
  - e. Email address if desired.

**Prescription Refill Requests:** It may take up to 72 hours to process a refill request. Please plan ahead to avoid any interruptions in your medications. We recommend ordering refills when you have a 5 day supply left. Prescription refill requests are to be made via your patient portal in Power2Patient. Please make sure you know how to access and use your portal as it will be the best way to communicate with our practice when you are not at the office.

**Pharmacy Info:** Oaks Community Pharmacy 818-309-2233

**Telephone Calls to the Doctor:** Unless in an acute emergency, you will not be able to talk to the doctor during office hours, or you have a scheduled phone consultation. Please use the patient portal to message the treatment coordinator. Complex medical issues require an office visit or at least a telephone consultation at regular fees.

**Hospital Privileges:** Dr Mathur does not currently practice hospital medicine. Should you require hospital care, we do have a wide circle of medical consultants to whom we can refer you. Nevertheless we encourage you to stay connected with a physician who does have hospital privileges.

**Lab Fees:** You pay the lab directly for your testing. We do not charge a fee for your blood draw.

**Lab results:** We will only call you with the results of blood tests or other lab results if they contain critical values that need immediate attention. Otherwise, we will discuss lab results during your next doctor visit. Please make sure to book a follow up appointment whenever you have blood drawn or any other lab procedure performed.

**Supplement orders:** You can request reorder of your supplements via your patient portal in Power2Patient.net

**Parking:** There is paid parking available by the side of the building. You can also park on the street on Riverside Dr.

**I have read and agree to abide by the above policies.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



## ADDITIONAL IMPORTANT PATIENT INFORMATION

### Appointments

- a. There is a 48 hour cancellation policy. (Please see Practice policies for Patients).
- b. As a courtesy we call to confirm the appointment prior to your scheduled time; ultimately it is your responsibility to keep your scheduled appointment or reschedule.
- c. Initial 30 min consultation is \$225 and up to 60 min consultation is \$395.

### Our Programs:

- a. There are various types of concierge programs available. Back to Wellness, Healthy Aging and Hormone Balance for Life. We offer these tailored programs so that you can enjoy the best quality of care at significant savings.
- b. There is also IV therapy available and packages are offered which make it more cost effective.

### Lab Tests:

- a. After your initial consultation, lab tests and /or diagnostic tests will be ordered.
- b. Testing recommendations and costs will be reviewed by lab technician.
- c. Tests which are fasting mean no food except water for 8-10 hours.
- d. Some labs take up to 6 weeks to get finalized. You may have copies of tests either mailed to you or you can pick them up on your follow up consultation after the doctor goes over your test results with you.
- e. If you have not booked your follow up appointment after the lab work is done, please do so as soon as possible.

### Primary Care Physician

- a. Please note that Dr Anju Mathur and Dr Shirin Rahmani are not your primary care physicians. We recommend that you have a primary care physician close to your home.

I have read and understand the additional patient information.

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Patient signature

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Date