



Location

2593 Development Drive, Suite #240
Green Bay, WI 54311

email: clinic@lindgren.health

Office Hours

Monday–Thursday 8:30am–4:30pm CST
Friday 8:30am–2pm CST

website: lindgren.health

No Show & Cancellations

- **“No Show”** means any patient who fails to arrive for a scheduled appointment.
- **“Same Day Cancellation”** means any patient who cancels an appointment less than 24 hours before their scheduled appointment.
- **“Late Arrival”** means any patient who arrives at the clinic 10 minutes or more after their expected arrival time for their scheduled appointment.

Policy

- It is the policy of Lindgren Functional Medicine to monitor and manage appointment **“no-shows”** and **“late cancellations”**. Our goal is to provide excellent care to each patient in a timely manner. If it is necessary to cancel an appointment, patients are required to call or leave a message at least 24 hours before their appointment time on the clinic line *ONLY* at 920-737-1625, option #2. Any other means of contact for a cancellation will not be honored. Notification allows the practice to better utilize appointments for other patients in need of prompt medical care.

Procedure

- A patient is notified of the appointment **“No-Show, Late & Cancellation Policy”** at the time of scheduling. This policy will be provided in writing to all patients.
- Appointments must be cancelled at least 24 hours prior to the scheduled appointment time on the clinic line *ONLY* at 920-737-1625. A cancellation charge, equal to the cost of your missed appointment, will be charged to your credit card on file for failure to call a minimum of 24 hours prior to appointment.
- In the event a patient arrives late as defined by **“late arrival”** to their appointment and cannot be seen by the provider on the same day, the patient will be rescheduled for a future clinic visit. A cancellation charge equal to the cost of your missed appointment may be charged to your credit card on file.

Testing

- All standard laboratory testing ordered by your provider may be drawn here at Lindgren Functional Medicine or taken to an outside lab of your choice. Insurance may or may not cover these labs. We cannot guarantee outside lab pricing. Please note that none of our providers are contracted with *any* insurance.
- Some labs have specific requirements such as fasting or limitations with respect to certain medications. Please refer to the instructions given by your provider or email/message reminder.

Insurance

Lindgren Functional Medicine does not accept insurance. We do not file insurance claims on your behalf, nor do we assist with claim resolution. However, we can provide you with an insurance claim form or "*Super Bill*" which you can submit to your insurance carrier. This will be available upon request at the time of your visit. Payment is required in full at the time services are provided.

Payment

- The following forms of payment are accepted:
 - Cash
 - Check
 - Visa
 - Mastercard
 - American Express
 - Discover
 - HSA Cards (*Check with plan guidelines to verify allowable charges.*)
- It is important to maintain an active credit card on file with our office for billing of follow-up consultations, laboratory testing, and supplement orders.

At-Home Testing

- All at-home test kits ordered by your provider should be completed within 2 weeks of your upcoming visit unless instructed otherwise by our clinical staff.
- All at-home test kits provide detailed instructions, a requisition form, prepaid label, and customer service number for questions.
 - Specimens should be shipped within 24 hours of completion.
 - Please note which carrier to use as per included instructions.

Primary Care Physician

It is important to maintain a primary care physician for an annual physical exam and all United States Preventive Services Taskforce (USPSTF) recommended screenings.

Phone Calls & Messages

- **If you have a medical emergency, dial 911 or go directly to your nearest Emergency Room.**
- To reach the office, call: 920-737-1625, *option #2.*
 - If you call after business hours, the office staff will respond to your message within 24 hours or the next business day.
- When leaving a message, please be brief and speak clearly while leaving the following information:
 - Full name (*Spell your last name*)
 - Date of birth
 - Reason for your call
 - Phone number(s) where you can be reached

As a new patient, you have had your first appointment with your provider here at Lindgren Functional Medicine and are ready for your First Follow-up Appointment.

Now what?

The following are some things to help you prepare.

What To Do Prior To Your First Follow-up Appointment

***Labs must be completed at least 2 weeks prior
to your First Follow-up Appointment.***

Labs

- Labs must be completed before your appointment a *minimum* of two weeks prior.
- If labs were not completed at the time of your first appointment, they should be done so at the lab of choice shortly thereafter. It is important to have these results completed to review at your first follow up appointment. Your provider will outline a detailed explanation of what these results mean in the context of an 'optimal range'. Typical laboratory 'normal ranges' are representative of the average health of those around you - this is clearly not our target. You will discuss how these results reflect the status of your underlying health as well as how they could be contributing to your current symptoms or ones you might experience in the future. Together you will formulate an individualized treatment plan tailored to your specific needs. The road to optimal health and wellness is different for each and every patient.

What To Expect at Your First Follow-up Appointment

- This appointment is extremely comprehensive and will cover a lot of information regarding your current health as well as your initial wellness plan.
- The cost of your First Follow-up Appointment is included in the initial New Patient payment paid on your first visit.
- At your First Follow-up Appointment your provider will be sharing a lot of information with you. You are encouraged to utilize the notebook provided in your Welcome Packet to write down questions you may have thought of since your last appointment and to take additional notes. You'll be glad you did.

CONGRATULATIONS

Now that you have completed both your New Patient Appointment
and your First Follow-up Appointment,
you are an Established Patient!

- We understand this process may feel overwhelming at first, but you are not alone. With every step forward be assured your dedication to better health is our top priority. It is important to remember that this is a journey we are committed to taking with you. We ask that you be patient with yourself. Achieving optimal health is a success that comes with time.

**If You Make The
Investment
In Your Health,
You Won't Pay The
Price For Illness**

Now that you have completed your First Follow-up Appointment,
here is what to expect moving forward:

- Your provider will determine when you need to be seen again. ***Your next appointment is typically made before you leave your First Follow-up Appointment.***
- It is our assumption that after your First Follow-up Appointment, you will be implementing the changes recommended by your provider. Future testing is required as it serves as a necessary metric of how your health is improving and where adjustments to your treatment plan need to be made. Lab testing performed after your initial appointment can be done at the clinic of your choice or here at ours. On request, the front desk will provide pricing if you choose to have labs done here. We recommend you query your insurance company regarding coverage if you elect to have labs done elsewhere.

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MOVING FORWARD AS AN ESTABLISHED PATIENT

Lindgren Functional Medicine Provides Team-Based Care

Lindgren Functional Medicine provides comprehensive team-based care. Dr. Kristen Lindgren works closely with each of our providers to review all health history and treatment plans. As a patient, you benefit from Dr. Lindgren and her team of trained providers working collaboratively to provide you with the highest quality healthcare we expect, and you deserve. Dr. Lindgren focuses her time researching to remain up to date with the latest scientific and medical advancements. She continues to educate herself and her providers taking a team-based approach to reviewing and developing individualized treatment plans for every patient seen at our clinic. Dr. Lindgren takes pride in helping all patients including those individuals who have the most complex and difficult medical histories and have nowhere else to turn. She continues her dedication to work with the most complex patients while remaining an integral part of every patient's care.

Follow-Up Visits

- If FDA/DEA regulatory guidelines permit, appointments appropriate for telemedicine may be available at the same rate.

Pellet Appointments

- Appointments scheduled for pellet insertion procedures will be charged a flat fee for the surgery plus the cost of the pellets. Hormone pellets are priced per pellet and, as such, cost will vary if changes are made to your dose.
- Appointments to review results of labs done to evaluate your pellet dosing are required periodically. For convenience, we try to schedule these immediately prior to a future pellet appointment.

Nurse Visits

- Scheduled nurse visits are available for services including weigh-ins, blood pressure checks, wound care, and injections. These visits are charged at our current nurse visit rate plus the cost of any medications or supplies utilized during that appointment.
- We discourage walk-in visits but always do our best to accommodate patient needs depending on our staff availability.

Referral Policy

- Lindgren Functional Medicine offers a referral credit to any current patient who refers a friend or family member to our clinic.
- To qualify for the referral credit, the new patient must indicate on the New Patient information form the name of the referring patient in the designated field.
- Both the patient and the friend/family member will receive a reward certificate in the mail to use in our office for appointments only. This does not include labs or products. Only one certificate may be redeemed per visit.
- The certificate must be presented at the time of service to redeem. Certificates are non-transferable.
- Referral certificates are good for one year from the issue date.

All prices are subject to change. Effective April 2023

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 - Full name (*Spell your last name*)
 - Date of birth
 - Reason for your call
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Frequently Asked Questions

What forms of payment do you accept?

- The following forms of payment are accepted:
Cash, check, and the following credit cards - *Visa, Mastercard, American Express, Discover*
- It is important to maintain an active credit card on file with our office for billing of follow-up consultations, laboratory testing, and supplement orders.
- HSA cards are accepted. (*Check with plan guidelines to verify allowable charges.*)

Do you accept insurance?

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Do I need a primary care physician?

- It is important to maintain a primary care physician for an annual physical exam and all U.S. Preventive Services Task Force (*USPSTF*) recommended screenings.

How often must I be seen by my provider?

- Your provider will determine how often you are to be seen. This is determined on a case-by-case basis and may be dictated by the medications you are currently prescribed.
- Patients being prescribed controlled substances (ie, testosterone) need to be seen in the office at least twice yearly. This schedule is subject to change according to updates in regulatory guidelines set forth by the FDA/DEA.

How do I know when I need labs again?

- Your provider will determine if labs are necessary prior to your next appointment. You will be given specific instructions/recommendations at each appointment outlining next steps in your plan of care.
- If labs are needed, they must be drawn a minimum of two weeks prior to your next appointment.
- For patients being treated with hormone pellets, it is most accurate to have your follow up labs done 6 weeks following your pellet insertion.
- Failure to have labs drawn at the designated times may result in a need to reschedule.
- Labs performed by outside labs can sometimes take longer than indicated.

Where will I have my prescriptions filled?

- Your provider will send your prescriptions to your preferred pharmacy and/or a specific compounding pharmacy depending on what medications are being recommended.

Conditions Treated/Services We Offer - Watch As We Continue To Add More

Health Optimization . Advanced Regenerative Therapies . Peptides . Bioidentical Hormones . Testosterone Replacement Therapy
Sexual Dysfunction . Detoxification . Autoimmunity . Gut Health . Adrenal & Thyroid Disease . Fatigue & Pain Syndromes
Weight Loss . Hair Restoration . Memory Loss . Metabolic Syndrome . Cancer . Chronic Infections . Heart Disease/ASCVD
Neurodegenerative Disease . Chronic Infection Syndromes . Post Inoculation Syndromes . Complex Systems

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