Welcome to the Renew Total Body Wellness Center. Thank you for choosing us to care for you! We are committed to providing you with the very best in quality patient care at a convenient location. Our specialties are Functional and Anti-Aging Medicine, Cosmetic Medicine, and Family Medicine. We take pride in caring for all of your family’s healthcare needs – we care for all ages.

**Registration Forms**

Prior to your initial visit you will be asked to complete patient history forms. At present these may be downloaded from our web site, completed and returned via mail, fax, or in person at the office. In the very near future we will be moving to a patient portal, which is a secure web site that you can sign on to and complete these forms as well as view your chart and add information to keep it updated. This will allow us to communicate more effectively with you and allow you to send us prescription refill requests, and even schedule appointments online.

Please have your insurance card(s) available for us to copy. We need your current insurance information, including any outstanding deductible for the year so we may correctly file with your company and provide you with the best service possible. We will ask for a copy of your card(s) as you register to place in your file. We will need to make a copy for each subsequent family member as this information is securely stored in each chart. To further ensure your security we will ask to scan your driver’s license to correctly identify you at each visit. For those without a license we will utilize the picture we take to place in the chart.

**Our Providers:**

**Dr. Rohde**

Dr. Rohde is board certified in Anti-Aging and Regenerative Medicine and Family Medicine and is a fellow of the American Academy of Family Physicians. He is a native of Fisher, IL. He spent 15 years teaching Resident Physicians and Medical Students, and providing comprehensive and personal medical care at the SIU Decatur Family Medicine Residency Program. He was an Assistant Professor of Family and Community Medicine with the SIU School of Medicine and served as the Assistant Director of Academic Affairs at the SIU Decatur Family Medicine Residency Program. Dr. Rohde decided to follow a lifelong dream in 2006 by entering private practice so he can provide the personalized care he feels is missing from mainstream American medicine. He enjoys all aspects of functional and anti-aging medicine, family medicine, and cosmetic dermatology, and looks forward to caring for you and your family!
Dr. Duran

Dr. Monica Duran is board certified in Family Medicine. Dr. Duran has prior experience working in the ER at DMH for 1-1/2 years. She provides care in all areas of Medicine but has a special interest in skin care with years of exposure to sun exposed skin in Cuba during her medical training. She has special training in the use of Botox® and Cosmetic fillers as well as laser treatments to reverse aging changes.

Kim Kish, FNP

Kim Kish, APN is an Advanced Practice Nurse with training specifically in the Family Nurse Practitioner program. She brings with her many years of nursing experience having spent 15 years working for DMH in various capacities. She returned to school to obtain her advanced degree at the University of Illinois. She is board certified as a Family Nurse Practitioner (FNP) from the American Association of Nurse Practitioners.

Kim provides care in all areas of Family Medicine. As a nurses practitioner Kim can order diagnostic tests, diagnose medical conditions, and prescribe needed medications. If the patient’s particular problem is beyond her expertise she will consult with Dr. Rohde. As a nurse practitioner she has the benefit of being able to take the extra time you need for your medical educational needs. The FNP philosophy of care is to treat the whole person and to provide wellness care rather then focusing on a specific illness. This fits perfectly with the Renew philosophy of care! Research provides evidence that FNPs provide excellent patient care. Patients who see a nurse practitioner report that they are extremely satisfied with their care.

Kim is a committed wife and mother, it is this caring and compassion she brings to provide exceptional patient care - treating each patient as if they were a family member.

Services

We provide complete Family Medical Care, except for obstetrics and practice from a functional medicine approach. Please see our website (www.DrRohde.com) for a complete explanation of this personalized approach to your healthcare. We also offer complete Cosmetic Medical Spa services with specialized Medical Spa rooms in the office for Cosmetic procedures such as Botox cosmetic, Filler injections such as Restylane, Perlane, and Juvederm, Laser hair removal, Fotofacials, and Fractional skin resurfacing. We also offer Advanced Acne management utilizing Accutane when needed, Lasers, and Blue LED light to speed healing. We offer many other dermatologic and minor surgical procedures as well as No-scalpel Vasectomies.
Please review our web site (www.DrRohde.com) for a complete listing of our care provider’s capabilities and interests.

We are also pleased to offer you the convenience of blood draws for laboratory testing in our office. We will bill your insurance for lab services, and we have very reasonable cash pay prices for lab testing for our patients with high deductibles or those without medical insurance.

Finally, we provide intravenous (I.V.) nutrition and chelation services to more rapidly improve the health of our patients and help them detoxify from the heavy chemical burdens we are exposed to in our polluted environment.

Financial Policy

Our charges for services are based upon the severity and complexity of your illness, injury, or your medical procedure, as well as the amount of time spent treating you. Logically, the more complex your medical history and condition(s) and the more time we spend evaluating and managing them, the more your visit charge will be. Medical Spa procedures are generally considered cosmetic and are NOT billable to insurance. We offer the convenience of credit cards to make these cosmetic procedures easily affordable!

Insurance Policy

Each patient must realize that professional services are rendered to YOU, NOT your insurance company. Therefore, the insurance company is responsible to you and you are ultimately responsible for payment to us. This means that you are responsible for any unpaid portion of your visit, or charges not covered by your insurance plan, ESPECIALLY if you have a HIGH DEDUCTIBLE plan. Again, we accept cash, check, and several credit cards for your convenience. You may pay online through our web site through a secure server.

All co-payments are due at the time services are rendered - we collect these at the time of check-out so you may conveniently pay for other services and products at the same time. If you have a HIGH Deductible policy please come prepared to pay for your visit in its entirety at the time of your visit - we will NOT bill those fees as you know you are responsible for them at the time of service.

We currently participate in multiple insurance plans: Blue Cross/Blue Shield, Cigna, Consociate, Medicare, and others. Dr. Rohde is currently not accepting new patients with Medicare due to continually declining reimbursement for primary care, but Kim and Dr. Duran will see new Medicare patients for general medical care. If your insurance plan requires you to use a specific hospital, lab, or obtain pre-authorization, please let us know in advance.

We will bill your insurance for your visit. If your plan has a deductible, the deductible balance of your visit is your responsibility. You are also responsible for any charges not covered by your insurance. Medicare patients will be asked to sign an Advanced Beneficiary Notification form for any services or procedures not covered by Medicare.

If you have any questions about your account or your insurance, we will be happy to assist you – please call and ask for Peggy or Jan.
Payment/Collection Policy

Payment is due at the time services are rendered unless prior arrangements have been made. Minimum monthly payments of $50.00 are required on all open accounts. If there is more than one member in your family with a balance, payments will be allocated to each account if we are instructed to do so. One check may be written for multiple accounts with Dr. Rohde.

We will always try to work with you to make financial arrangements to pay past due accounts. However, in cases where an account remains delinquent for more than 90 days we will be forced to turn your account to our collection agency. Once an account is turned to our collection agency all medical services to the patient and their immediate family will be terminated! In addition to being responsible for the amount sent to the collection agency, we will transfer any fees associated with collection proceedings on to you! Please don’t allow this to happen by ignoring your financial situation - talk to us - we’re here to help you.

Hospital Admissions

Dr. Rohde and Dr. Duran do not have admitting privileges at either Decatur Memorial or St. Mary’s Hospital. Therefore patients requiring hospitalization will be admitted under the DMH or SMH Hospitalist Physicians. A hospitalist physician is a hospital-employed specialist who sees you during your hospital admission for daily visits, and maintains good communication with our physicians during your hospital stay. Hospitalists are readily available in the hospital to make patient rounds several times a day, follow up on test results quickly, and keep our patients well informed of their progress during their hospital stay. At St. Mary’s you will also be admitted under the hospitalist physicians.

Call Coverage/ After Hours

Our two physicians take turns covering after hours patient’s needs. Please call the office number after hours, 864-2700, to contact us for urgent situations that cannot wait until the next business day. Please remember that we will NOT call in refills for Narcotics or Prescribe antibiotics over the phone - if you are ill enough to need these medications, then someone will need to see you and examine you and determine the need for these medications.

Appointment Policy

We use “open scheduling” to best serve you. Open Scheduling is very straightforward: if you have an acute problem (such as fever or sore throat), you will be scheduled within 24 hours, often on the day you call. If you have a non-acute problem (annual physical, pap exam, or diabetes recheck) we will schedule you within the next 14 days.

We will schedule recheck appointments for you prior to your departure from the office to ensure the highest quality continuity of care for chronic medical conditions.

Please call us at 864-2700 to cancel an appointment at least 24 hours in advance so that we may accommodate another patient’s needs. We try to accommodate walk-ins, but do not encourage them.
Late Appointments: Any patient that arrives more than 15 minutes past their scheduled appointment must be rescheduled for another available appointment.

No Show Appointments: A “No Show” for a regular appointment will generate a $50.00 fee that is added to your account and is your personal responsibility as insurance companies will NOT pay this. The 3rd no show appointment will lead to termination of medical services to the patient and their immediate family unless there are exceptional circumstances.

No Show Appointments for procedures or consultations: A 24-hour notice is required on all cancellations for any procedure or consultation. A no-show fee of $100.00 will be charged for no shows or late arrivals. This fee is your personal responsibility, as insurance companies will NOT pay this.

Medication Refill Policy

We require a 24-hour notice on prescription refills. You have several choices:

- Please call your pharmacy and have the pharmacy send your request to us at 422-3930.
- For refills of controlled substances such as Testosterone, Narcotic pain medications, or medications for ADD you may call the office number and leave a message with our staff. Remember that we require 24-hour notification to process these refills.

Medical Records:

We will be happy to copy and forward your medical records to another physician upon receipt of a signed authorization. We charge a copying fee for records sent to anyone other than to another physician for consultation or transfer of care.

Authorization to release information to family members:

We must have written or verbal authorization to release information to any family member, which includes spouses. Information on minor children will be given to the parents only, unless consent is given otherwise.

Form Completion

Any form received for completion will be completed in the order it was received. We require one week’s notice on all forms. The fee for form completions are listed below and are due at the time the form is presented. This charge is NOT BILLABLE to your insurance company. If you would like to have the form completed and the charge covered by your insurance, please schedule an office visit appointment and we will complete the form together with you in the room. You will of course still be responsible for any co-payment your insurance requires for office visits.

- FMLA (Family Medical Leave Act) $20.00
- Driver’s License application $10.00
- Bow Hunting application $20.00
- Disability form $40.00
- Life Insurance application $40.00
- Credit Union/Bank Forms $40.00
# Office Hours

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**WELCOME TO OUR HEALTHCARE FAMILY!**

**LET US HELP YOU LOOK, FEEL, AND BE YOUR BEST!**

Revised 09/14