

OFFICE INFORMATION AND POLICY



RENEW TOTAL BODY WELLNESS CENTER

THOMAS W. ROHDE, M.D., FAFAP

JEFF MCGEE, PA-C

JULIE PRESTON, PA-C

KIM SCHUNK, APN-C

3798 E. FULTON AVENUE

DECATUR, IL 62521

(217) 864-2700

Welcome to the wellness center of Dr. Rohde. 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 Anti-Aging, 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

On your initial visit you will be asked to complete patient history forms if you have not already done so at home by downloading the forms from our web site. Please have your insurance card(s) available for us to copy. This information is necessary to correctly file with your insurance and to provide you with the best care possible.

Dr. Rohde

Dr. Rohde is board certified in 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. He continues as an Associate Professor at the SIU School of Medicine. Dr. Rohde decided to follow a lifelong dream in 2006 by entering private practice. He enjoys all aspects of cosmetic dermatology, hormonal evaluation and management, and family medicine and looks forward to caring for you and your family!

Jeff McGee, PA-C

Jeff is our Physician Assistant. He brings over ten years of varied experience to Renew from his work in Emergency Medicine, Family Medicine, and Orthopedics. Jeff is a graduate of the Southern Illinois University Carbondale Physician Assistant Program and a graduate of the University of Evansville in Evansville, Indiana. He is Board Certified by the National Commission on Certification of Physician Assistants.

Jeff provides care to the entire family including children, adolescents, and adults. He is also proficient in repairing lacerations from minor injuries, but especially enjoys the evaluation and treatment of Orthopedic conditions and injuries. He is skilled in performing trigger point injections as well as joint injections including corticosteroids and visco-supplementation of major joints with hyaluronate to alleviate joint discomfort.

Julie Preston, PA-C

Julie is our Dermatology Physician Assistant. She has additional training and certification in Dermatology. She brings to Renew over nine years of specialized experience in Dermatology. She has trained and worked with dermatology specialists both in Decatur and at the SIU School of Medicine in Springfield, as well as a plastic surgeon. Julie specializes in diagnosing and treating all skin conditions. She is skilled in providing many skin care procedures including administration of Botox and skin fillers like Restylane and Juvederm, and treating skin growths with cryosurgery and surgical excision. Schedule your annual skin cancer screening or cosmetic evaluation with her today!

Kim Schunk, APN-C

Kim is our Advanced Practice Nurse with a Masters Degree from the University of Rochester, specifically from the Family Nurse Practitioner program.

She brings with her many years of Family Medicine experience from the Rochester, New York area. She would like to use this knowledge to serve the community of Decatur and the surrounding areas. She is board certified as a Family Nurse Practitioner (FNP) from the American Association of Nurse Practitioners.

Kim is a committed wife and mother. It is this caring and compassion she brings to our office providing exceptional patient care - treating each patient as if they were a family member. She provides care in all areas of Medicine.

Services

We offer complete Cosmetic Medical Spa services and Family Medical Care, except for obstetrics. We are pleased to offer laboratory and radiology services in our office. We perform blood-draws and radiology services such as chest x-rays and extremity films in the office. We will charge for lab services, and x-ray services are billed through and read by a DMH radiologist. We utilize two specialized Procedure and Medical Spa rooms in the office for Cosmetic procedures such as Laser hair removal, Fotofacials, Fractional skin resurfacing, Wrinkle reduction, and ReFirme skin tightening. We also do VelaSmooth body contouring, Injection Lipolysis or Mesotherapy for body contouring/fat melting, Botox, Filler injections such as Restylane, Perlane, and Juvederm. We also offer Advanced Acne management utilizing Accutane when needed, and 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.

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 and no interest financing 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. 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.

We currently participate in multiple insurance plans: Blue Cross/Blue Shield, Cigna, Central Illinois Health Associates, Consociate/Cieba, Medicare, Tricare, and others. Dr. Rohde is currently not accepting new patients with Medicare due to continually declining reimbursement for primary care, but Julie will see new Medicare patients for skin conditions. 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.

Payment/Collection Policy

Payment is due at the time services are rendered unless prior arrangements have been made. Minimum monthly payments of \$25.00 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, despite our best efforts, we will be forced to turn your account to our collection agency. Once your account is turned to our collection agency all medical services to the patient and their immediate family will be provided on a cash pay basis only! 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 has privileges only at Decatur Memorial Hospital. However, patients requiring hospitalization at DMH will be admitted under the DMH 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 Dr. Rohde 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 be admitted under the unassigned doctor on call, or several physicians who serve as hospitalist physicians as they do not have full-time hospitalist physicians on staff.

Call Coverage/ After Hours

Dr. Rohde covers his patient's needs after hours unless he is out of town. When he is unavailable he shares call coverage with his Physician Assistant Jeff and his Nurse Practitioner Kim. 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.

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:** The 1st no show appointment will generate a letter notifying you of the missed appointment and reminding you of our no show policy. The 2nd no show appointment will generate a \$50.00 fee that 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:

- You may have the pharmacy fax your request to us at 864-3930.
- You may call the office number and leave a message with our staff. Be prepared to leave your name, phone number, name of prescription drug, amount requested and whether the prescription is to be faxed to a local pharmacy, printed for pickup or for a mail-order pharmacy program.

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 appointment and we will complete the form 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

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning	closed	8:00-12:00	7:00-12:00	7:00-12:00	7:00-12:00	8:00-12:00	closed
Noon	closed	closed	closed	closed	closed	closed	closed
Afternoon	closed	1:00-6:00	1:00-6:00	1:00-6:00	1:00-6:00	closed	closed

WELCOME TO OUR HEALTHCARE FAMILY!

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

Revised 04/10

