

**Balance Health & Wellness Center**  
**989 Governors Lane, Suite 240**  
**Lexington, KY 40513**  
**(859) 224-3026**

1. Office hours are **8:00 am until 4:30 pm**, Monday through Friday. We are open over the lunch hour.
2. An **annual fee of \$75.00** is charged to cover the expense of correspondence, completion of medical forms, telephone refill requests, and other administrative fees.
3. For **medical emergencies** after hours or on weekends, go to the nearest emergency room for evaluation.
4. Please allow 10 to 14 business days to hear back from us regarding your test results. **We will notify you once we receive them.**
5. **Please allow 48 hours** for your prescriptions to be called in or faxed to your pharmacy once you have requested them.
6. Dr. Edwards will serve as a primary care doctor to those who see her through her integrative medicine practice. **We do not accept United Health Care, Medicare, or Medicaid** insurances.
7. Out of courtesy for our patients, we request you be here on time. **Patients who are 20 minutes late or more will be asked to reschedule their appointment.**
8. **You will need to make an appointment to receive any pain medications or antibiotics. These medications WILL NOT be called in.**
9. Medication refills **will not** be called in after hours since documentation in your medical record is required by law and cannot be done after regular office hours.
10. Because of HIPAA regulations, we maintain **strict** patient confidentiality. No medical information will be released to anyone other than the patient without written permission.
11. Appointments are required for vitamin infusions but not vitamin injections.
12. We take pride in the care we provide patients. As such, we do not provide treatment over the telephone and ask you make an appointment if you are having any problems.
13. Dr. Edwards does offer follow up visits **by telephone** for patients who live outside of the Lexington area.
14. Dr. Edwards does not make hospital rounds. If you are admitted to any of the area hospitals, the hospitalist for that particular hospital will care for you.
15. There is a **\$50 fee for missed appointments** if you fail to notify us **at least 24 hours** prior to your appointment time. This applies for vitamin infusions also.
16. You are entitled to one free copy of your medical records. Additional copies are billed at \$1.00 per page.
17. Your medical records must be picked up by you in person if you sign a medical release. They will not be mailed to prevent them falling into the hands of someone other than the patient.
18. We do not bill your insurance company for any visit not considered to be a routine physical or a brief internal medicine visit. You will be provided with forms which you can use to submit your own claims to attempt to receive insurance reimbursement for your anti-aging/functional medicine visits.