**Ann Shippy, MD**

**6836 Bee Cave Rd. Ste 114**

**Austin, TX 78746**

**Phone: 512-732-9975 Fax: 512-328-0700**

Dear New Patient:

**We would like to take this opportunity to welcome you to Dr. Shippy’s office!** We appreciate your trust in Dr. Shippy and her staff and we look forward to working with you. Dr. Shippy will offer you a supportive and encouraging healthcare environment that will strive to provide you with the highest quality care. Please take a moment to read the following information about your first visit and our office policies.

**Office Visits:** Dr. Shippy will spend approximately 2 hours with you during your first appointment with her. During the initial consult Dr. Shippy will review personal and family history, perform a physical, and develop a personalized health recommendation for you. The recommendation consists of a series of tests, natural supplements and or medications if necessary, nutritional/diet/lifestyle modifications and/or possible referrals to additional healthcare providers and or resources (if applicable). Please arrive at least 10 minutes prior to your appointment to fill out New Patient forms. You may also find these forms on our website and bring completed forms with you. Also, please bring with a complete list of current medications and/or any supplements you are taking.

Dr. Shippy’s ultimate goal is to get to the root of what is causing your health issues and concerns. Depending on your current health status and goals, you may leave the office with several tests and recommendations. These are only recommendations, and Dr. Shippy recognizes that due to cost, personal health, or the time commitment required, not everyone will be able to do every test or abide every recommendation. She will work with you to prioritize, however, ultimately it is your decision how you want to proceed. Many of the tests and supplements are expensive and are many times the tests are not covered (or only partially covered) by healthcare insurance. Her office staff will go over the details and instructions, and will assist you throughout the process.

As your tests results come in Dr. Shippy will review each of them with you personally. It is her policy that test results will be released after she reviews them with you. Follow up visits are typically 30 minutes to 1 hour, depending on how many test results she will be going over with you. After each visit, additional tests and supplement modifications may be recommended. And again, it is always the patient’s decision how to proceed. Dr. Shippy will explain why she is ordering each test and how each will assist her in providing you with the best possible care.

**Insurance Policy:** Dr. Shippy does not take any insurance. Patients are expected to pay for their visits at the time of service. Our office will provide you with a receipt that has the appropriate codes needed to submit a claim with your insurance company. We accept cash, checks, and Master Card, Visa and Discover credit cards.

**Office Hours:** Monday – Wednesday 9:00 am – 5:00 pm, Thursdays 9:00 am- 5:30 pm. Office is typically closed on Fridays.

**Cancellation Policy:** We ask that if you need to reschedule or if you choose to cancel your appointment, please call our office at least 48 prior to your scheduled appointment. Note that if we do need to reschedule you we will do our best to get you in as soon as possible, however, Dr. Shippy has anywhere between a 3-6 month waitlist.

We typically call you to remind you of your appointment a week before your scheduled visit. If you have any questions prior to your appointment please call our office. Thank you and we look forward to meeting you soon!

Sincerely,

Dr. Shippy and Staff