

Dear New Patient,

Welcome to our office! We appreciate your trust in us. We strive to provide you with a supportive and encouraging environment on every step of your wellness journey. Please take a moment to read about our office policies, follow up appointments, and the resources that we offer.

Mission Statement:

The mission of our practice is to provide personalized, innovative, science based healthcare with a functional medicine approach. We partner with each patient to identify root causes and create a path to vitality. Our intention is for each patient is to feel guided and supported in optimizing physical, mental, and spiritual wellness.

Doctor Patient Relationship:

Because of the nature of her practice, Dr. Shippy encourages all patients to have another medical facility to go to for urgent medical issues. Our office is not set up to handle acute medical situations or medical emergencies. If you do have a medical emergency or become ill and need to visit with another doctor, please let our office know.

Patient Communication:

Due to HIPPA policies, all written communication with our office must go through your secure [patient portal](#). This includes labs, medical questions, and any health-related information you would like to share with our office. Please do not communicate any health information to us via regular email. We also welcome your phone calls anytime. If your call is after hours, please leave us a voice mail. We do our best to return calls and provide answers within 24 hours or less.

Contact Information:

Phone: 512-732-9975

Fax: 512-328-0700

Address: 6836 Bee Cave Rd. Ste. 114, Austin, TX 78746 [Website: AnnShippyMD](#)

Office Hours:

Dr. Shippy's office is open Monday, Tuesday and Wednesday from 9-5, and on Thursday from 9-5:30. We are closed on Friday.

Cancellations:

Please provide at least 48 hours' notice for all cancelled appointments. If you are scheduled on a Monday, we ask that you notify us the Wednesday prior to your appointment. This helps ensure that we can meet the needs of all our patients.

Prescription Refills:

Please contact your pharmacy directly for refills. The pharmacy will contact us for authorization – this is the most efficient method for obtaining your refills. Be aware that some compound medications can take up to 48 hours, so please plan accordingly.

How to Complete Your Test Kits:

During office hours, our staff is available and happy to answer any questions you have regarding your test kit questions.

Obtaining Results of Diagnostic Tests: Tests can take anywhere from a few days to up to 4 weeks for results. Dr. Shippy will review all test results during your follow up appointments. You should have been scheduled for your first follow up appointment 4-6 weeks after your initial consultation. If you do not have an appointment scheduled, please call our office.

Follow up Appointments: Follow up appointment times vary depending upon your health issues at the time and how many test kits and lab results you've done and need to review with Dr. Shippy.

Clinic Store and How to Purchase/Re-Order Supplements:

Dr. Shippy offers the highest quality supplements in her clinic and online.

There are several ways to place an order:

- **VISIT US** – you are welcome to come in anytime during our business hours to shop for supplements.
- **UPS SHIPMENTS** - All orders ship **Ground UPS** unless you specify otherwise. (If you are in TX you should receive package the next day when using Ground option). Shipping to other states will take longer. Currently, we do not ship out of the country. UPS picks up is 4:00pm daily, therefore we ask that you place your order by **3:00 PM**.
 - **EMAIL** us your list. For the fastest service, please email us at info@shippyMD.com to order supplements. Please be sure to include the name, brand and quantity of each product.
 - **PHONE** - Call our office at 512-732-9975 with the name, brand and quantity of each product.
- **COURIER SERVICE OPTION**– if you live or work in the Austin area, we offer same day courier service (usually runs \$12-15 – but please call us early in the day for this option and to confirm price).
- **ONLINE** - If you prefer, you may order your products directly from our [online shop](#).*
**Please note not all supplements in our clinic are sold online, and in some cases, may be priced higher than in the clinic.*

Insurance Policy:

As you know, Dr. Shippy's office does not take health insurance or Medicare. We provide you with a receipt after each visit that you may submit along with a claim to your insurance provider (excluding Medicare) for reimbursement. Each insurance policy is different, and we cannot predict if and how much you will be reimbursed. We encourage you to call your provider with reimbursement questions. We accept cash, checks, Visa, MasterCard or Discover cards as well as Health Savings Accounts as payment for services. We are sorry, we do not accept American Express Cards.

Disability, Worker's Compensation or other Legal Matters

Due to the nature and size of our office, we are not able to assist with legal matters such as disability claims, worker's compensation or other legal matters. If you have any questions, please speak to one of the nurses or the patient care coordinator.

Staff Directory:

Here is a directory of our wonderful team that serves you in the office:

Erin, Nurse
Linda, Nurse
Amity, Patient Care Coordinator
Claire, Store Manager
Ashley, Administrative Assistant
Susan, Project Manager

Resources:

You will find an abundance of health information on our website, as well as links to valuable resources that Dr. Shippy has been collecting over the years to help you on your wellness journey.

[Wild Caught seafood](#)
[Thrive Market](#)
[Wellness Meats](#)
[Air purifiers](#)
[Water filters](#)
[Healthy Living](#)

[Books](#)
[Paleo Resources](#)
[Recipes](#)
[Online supplement store](#)
[Cold + Flu Protocol](#)
[Dr. Shippy' Blog](#)

Other Wellness Services available:

We offer a variety of services for you to achieve not only health, but optimal wellness for mind, body, and spirit right here in our office. Ask us about our brain wellness system, and the newest addition to our clinic services, **cell therapy treatments**.

Let's get social! Please follow us on [Facebook](#), [Instagram](#) and [Twitter](#) for more news about our office and what Dr. Shippy is up to!