

Patient Communication Policy - Leda Werrell, DNP

At Mainstream Health Co., Leda is committed to providing thoughtful, individualized care. Because functional medicine involves detailed review and clinical decision-making, many patient emails require medical evaluation and documentation.

To ensure high-quality care for all patients, the following policy applies:

Appropriate Use of Email

Email may be used for:

- Clarification of previously discussed instructions
- Updates not requiring a response

Email is not appropriate for:

- New or worsening symptoms
- Lab interpretation
- Supplement or medication adjustments
- New medical concerns

However, if you prefer to communicate by email for medical concerns, applicable clinical communication fees will apply and will be charged to the credit card on file. This allows us to dedicate appropriate time to your care while maintaining availability for all patients.

Fees for Clinical Email Communication

Emails requiring clinical review, medical advice, prescriptions, or treatment recommendations will be billed:

\$50

More complex concerns may require a scheduled visit

Charges will be applied to the card on file.

Email responses are typically provided within 1–2 business days. Email is not monitored after hours or on weekends. For urgent concerns, please seek appropriate medical care.

We value open communication and appreciate your understanding as we work to provide comprehensive, personalized care to every patient.

Frequently Asked Questions

Why are emails billed?

Even short medical questions require:

- Review of your chart
- Clinical decision-making
- Documentation in your medical record
- Professional medical judgment

This is part of your medical care and requires dedicated provider time.

What counts as a billable email?

If your message involves:

- Treatment changes
- Lab ordering
- Lab interpretation
- New symptoms
- Medical advice
- Prescription requests

It is considered clinical care and will be billed accordingly.

What does not get billed?

Scheduling questions, billing questions, and brief clarification of previously discussed instructions are not billed.

What if I have several questions?

We strongly encourage scheduling an appointment. Functional medicine questions are often interconnected and are best addressed comprehensively during a visit rather than piecemeal over email.

What if I don't want to be billed for email?

You are always welcome to schedule an appointment instead. Many patients find this to be more efficient and thorough.

Why encourage appointments instead of email?

Appointments allow:

- More thoughtful review
- Real-time discussion
- Better clinical outcomes
- Clear documentation and follow-through

Your health concerns deserve focused, dedicated time.