

Insight Family Health Center

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IMAGINE a healthcare practice that is comfortable and confidential- - A medical office with a focus on healing more than treating symptoms with potent drugs.

IMAGINE having a healthcare provider who actually takes the time to listen because she has the time to listen- - compassionate individuals focused on healing and wellness.

IMAGINE being offered well chosen non-toxic supplements as part of comprehensive approach to healing, instead of just drugs alone.

IMAGINE being part of a healthcare practice that can be relied upon for accurate information about all aspects of health and healing. NO NEED TO IMAGINE - this place is just around the corner.....

FREQUENTLY ASKED QUESTIONS

What are your office hours?

Our office hours are: Monday 8-5, Tuesday 8-5, Wednesday 8-1, Thursday 8-5 and Friday 8-12. However, ALL visits are **BY APPOINTMENT ONLY**. Please do not walk in and ask to be seen. Our goal is to have an office where patients do not have to sit in the lobby and wait for long periods of time. We respect and value your time and do not want you to have to wait. The providers strive to stay on time but need your help in order to do that. You must have an appointment and stick to addressing only what you originally made the appointment for. You must arrive 10-15 minutes early for your appointment so that we can get your chart ready and get you into a room by your scheduled appointment time. If you are late, then the provider will be late seeing the rest of their patients. This is not fair to our other patients. **We will have to reschedule your appointment if you do not arrive before your scheduled appointment time.** That is the only way that we can see all the patients that are scheduled and stay on time.

What health concerns are the focuses of *Insight Family Health Center*?

Wellness

Decreasing inflammatory processes that cause disease and pre-mature aging

Hormone balance in men and women

Weight loss and comprehensive evaluation of weight gain concerns

Improving energy and vitality in men and women

Optimizing thyroid function

Food allergies – identification and treatment

Nutrient deficiencies

Digestive problems – diarrhea, constipation, heartburn, irritable bowel, malabsorption, etc

More holistic treatment of health concerns like: Osteoporosis, High Cholesterol, Acne, Migraine

Headaches, Joint and muscle aches, ADD, auto-immune disorders

Fatigue and fatigue syndromes

Menstrual disorders and female health concerns: PMS, fibroids, PCOS, ovarian cysts, etc

Stress and adrenal dysfunction

Evaluating organic basis of depression, anxiety, and mood disorders including Eating Disorders

Recommendations about dietary modifications, healthful lifestyle changes, and supplements

Primary care including physicals, gynecologic care, well-child exams

Other services: Cryopeels, chemical face peels, and IV multivitamin infusions

Note: Acute health concerns and sick visits are also treated.

What is your Practice Mission?

Insight Family Health Care's mission is to provide holistic health care to people of all ages with an emphasis on prevention and wellness. We believe that each individual is composed of a body, soul, and spirit and that each of these areas must be addressed in order to gain optimal health. We provide total primary health care across the lifespan – acute illness, chronic illness, yearly physicals, and wellness. We believe that each person has a unique set of health care needs and deserves customized care that evaluates and treats their individual medical issues. Our goal is to partner with each patient in setting personal optimal goals for their health. We then coach and assist each individual in reaching those goals.

What is integrative medicine?

Integrative medicine utilizes both natural and holistic therapies (such as use of supplements or diet/nutrition) with use of conventional therapies when indicated. This is not new medicine...it relies more on our foundational knowledge of human anatomy and physiology and encourages the body to achieve more optimal health than may be accomplished with standard drug therapies. Integrative medicine looks for causes and solutions rather than quick-fixes.

Do you accept insurance?

Currently we accept the following insurance plans: **Blue Cross/Blue Shield, United Health Care, MedCost, Cigna, PHCS, Aetna, Tricare, Medicare, Medicaid (NOT Carolina Access)**. The self pay rates are reasonable and we have good rates on lab costs. We will gladly file your claim as a courtesy with other insurance companies, but you are required to pay for the visit on the day of service. In the future, we may accept others if we can meet and agree with their contractual requirements. If you have a high deductible insurance plan and have not met that deductible, you are required to pay up to 1/2 of the charges at the time of your visit.

Can nurse practitioners practice without a physician on-site?

North Carolina law provides for certified nurse practitioners to treat patients without a physician being located in the office or on-site. NPs are licensed in this state to diagnose, prescribe, and treat your health problems. However, the nurse practitioner must have oversight by a "supervising physician" who is constantly available by phone for questions or consultation. NPs and their supervising physician are required to meet regularly. Our practice follows NC law and nursing & medical board regulations.

The supervising physician at Insight Family Health Center is Dr. William Rawls, MD. Dr. Rawls is a board-certified OB/GYN physician who also practices general medicine in Morehead City, NC. He is a talented, well-respected physician who has used complementary therapies for many years. For pediatrics, our practice has a supervisory agreement with a local pediatrician.

What if I want to see one of your providers for certain concerns & still see my primary care provider?

If you are happy with your current primary care provider, you are welcome to visit Insight Family Health Center for only specialty services. We encourage those interested in integrative and holistic therapies to not be limited by other providers who do not have an interest in managing your health with these therapies. You must advocate for your own health, but we hope you will put your trust in Insight Health's providers for your health needs. Nurse practitioners can collaborate with your primary care and specialty physicians regarding your care.

Do you admit patients to the hospital?

We do not have hospital privileges, and we do not take care of patients in the hospital. We have an agreement with Coastal Hospitalists to provide medical care for patients in the hospital. Coastal Hospitalists are a group of physicians who have special training in providing medical care in a hospital setting. These physicians will only care for you in the hospital and will keep us informed of your progress.

Who provides care for me in emergencies or after-hours?

For acute medical concerns that are non-emergent, we can see you in the office. Emergencies require evaluation in the emergency room. If you require admission to a hospital, you will be seen by the hospitalists. While hospitalized, you are followed by these in-house physicians who will keep our office informed of your status. Always notify our office if you are seen in the emergency room or admitted to the hospital. It is your responsibility to follow-up as you are directed by the ER staff or treating provider.

After office hours, we are available by pager for urgent health needs only. The nurse practitioners will provide coverage for urgent needs after hours, during holidays, vacations or other absences from the office.

Do you ever provide talks to the community on health and wellness?

The NPs are available to do *free* speaking engagements. They love to talk about prevention, wellness, supplements, BHRT, adrenal/thyroid gland function, etc. They can speak on any wellness/health topic in which you may be interested. If you are part of a church, business, civic group, etc. looking for speakers, please contact us.

What should I expect?

Focus...The NPs' health care practices will focus mainly on the above health concerns. As part of our health care services, we will address the some chronic health concerns of our patients and prescribe/refill required medications needed for these conditions. *When indicated, it may be possible to reduce the number of prescription medications you are taking.*

Appointments... We want to be respectful of your time, so please arrive EARLY for your appointment so we can start appointments on time. Comprehensive health evaluations for hormone replacement, weight loss, nutritional guidance and complex syndromes such as chronic fatigue are divided into 2-3 visits. (PLEASE READ Appointment Guidelines for details).

Staff... *Insight Family Health Center* has a small staff of only 6-8 hard-working individuals. Although, every effort is made to answer phone calls personally, at times you may have to leave a message. Rest assured all messages are checked regularly; your call will be returned in a timely manner.

Phone calls... Your health concerns are best handled at office visits, not through phone calls. Since more time is allotted for office visits, less time will be spent on the phone answering questions. Most lab results are reviewed at a follow-up appointment rather than by phone. Messages that require a personal call from a NP will be returned in 1-3 days. Any in-depth, necessary phone consultations will be charged a reasonable fee.

Sick Visits or Urgent Needs... If you are sick, need to be seen same day or have an urgent need, please specify this when you call or state this in your message. Every effort is made to see patients same day if you alert our office by 10:00 am. In order to prevent waiting, we DO NOT accept walk-ins.

No Narcotics...We will NOT PROVIDE long-term narcotic pain management. For current patients on narcotic medications, the goal is to find more effective treatments and eliminate causes of pain, headaches, etc and transition off these meds.

Respect....As our office is respectful to our patients, we expect that patients be respectful to our staff. We work diligently to take care of your health needs in a timely and appropriate manner. Demanding, aggressive or inappropriate phone or in-office behavior will not be tolerated. Mistreatment of the staff may result in your dismissal from the practice.

We are excited to be participating in your journey toward health. Please be assured that the staff of Insight Family Health Center will help you as much as we can. We respect you, your individual health care needs, and your time. We look forward to working with you and your family.

Welcome!