



Practice Guidelines

Welcome to Golden Rey Energy Center, the medical practice of Dr. Kristen Reynolds. Read on for some general guidelines that will help you to get the most out of your experience with us.

1. As Dr. Reynolds and nurse practitioner Dr. Mackenzie Prentice are consultant clinicians, we recommend that patients retain a primary care provider (PCP).
2. Please complete all new patient intake/questionnaires 5-7 days prior to your visit
3. For medical-legal reasons, our clinicians cannot address any health-related questions in advance of you establishing care at Golden Rey, nor can we order any lab work prior to your first consultation.
4. For Dr. Reynolds' patients from her previous practice, please provide a copy of your last visit note to us in advance of your appointment with Dr. Reynolds
5. Please send any recent labs or imaging from within the last year that you would like your clinician to review, at least 7 days in advance of your appointment. This is not necessary if you have already shared labs with us using the previous patient portal (Onpatient).
6. Please note that all medical consultations will be paid for at the time of scheduling.
7. After your first consultation with Dr. Reynolds or Dr. Prentice, you may message them through the patient portal with 1-2 brief questions or clarifications. Please note that **longer or more complex messages may require a scheduled phone call**, which will be billed in 5-minute increments and charged to your credit card on file.
8. All patient portal messages will be reviewed by Golden Rey medical staff, and forwarded to the appropriate practitioner. In most cases, you can expect a response within 72 hours, though sometimes it may take longer.
9. Lab results that we receive will be reviewed and then addressed at your next appointment when we will create your comprehensive treatment plan. Our clinicians will only reach out in advance of the follow up visit in cases where timely action is required.

Cancellation Policy

If you need to reschedule or cancel your appointment please notify us at least **48 business hours (M-F)** before your appointment. There will be a **\$75 cancellation/reschedule fee** for any medical provider visit that is canceled or rescheduled with less than 48 hours notice.

For IV appointments canceled or rescheduled due to illness, we require 4 hours notice prior to your appointment time to prevent wasted IV fluids and supplies.

**Payment Policy**

Golden Rey Energy Center does not accept insurance. Payment for medical consultations must be paid in full at the time of scheduling, and treatments must be paid in full at the time of service.

We accept cash, checks, and credit cards. Checks returned as INSUFFICIENT FUNDS will be charged a \$25.00 fee, plus any fees our financial institution charges.

We hope this information was helpful to you. For additional information, please visit our website www.goldenreyenergy.com, email: info@goldenreyenergy.com, or call the clinic at 414-395-1692.

Patient Signature: _____