

Thank you for scheduling a Follow-Up Virtual Visit with Dr. Aimée!

****Please review the 48 hour cancellation policy at the bottom of this email****

You can access Dr. Aimée's Zoom virtual waiting room by [clicking HERE](#).

Please be online and waiting by your appointment time. Make sure you are using a computer or device with a good internet connection and working webcam. If possible, use a device that is hardwired via ethernet cable for best call quality. Wifi is not as reliable. Please have your phone nearby for back-up.

Dr. Aimée will join you as soon as she finishes with her previous patient. While she tries her best to stay on time, she may run 5-15 minutes late, especially if your appointment is at the end of the day.

On July 20, Santa Cruz Integrative Medicine transitioned to a new electronic medical records system. If you haven't already, you will receive an invitation to our patient portal. The portal will provide easy access for you to see your visit summaries and treatment recommendations, maintain up to date medication and supplement lists, and upload labs from other doctors. It's also an opportunity to keep us current on your allergies, preferred pharmacy, and contact information. In addition, the portal will be the best place to communicate with Dr. Aimée and the front desk via secure email messages (vs the unsecure emails we have been using for years!!).

FOUR THINGS TO DO BEFORE YOUR APPOINTMENT:

- 1) Log in to the portal prior to your visit, go to the Questionnaire tab, and fill out:**
 - a) Follow-Up Questionnaire

- 2) While in the portal, please update your information where appropriate:**
 - a) Photo
 - b) New address, phone, or email
 - c) Updated medications
 - d) Updated supplements and doses***

- e) Preferred pharmacy
- f) Have you signed the Consent to Telehealth Services?
- g) Have you signed the Medicare Private Contract form (ONLY if you are over 65 and have Medicare coverage in the U.S)?
 - (a) This form states that we will not bill Medicare for your services and that you will pay us directly at the time of service—we ARE able to order labs and imaging under Medicare

3) Upload copies of pertinent labs to the portal:

- a) Click on the “Labs and Documents” tab on the right, and then click the UPLOAD NEW DOCUMENT button. **(preferred—save a tree!)**
- b) Alternately, you can
 - i) Fax records to 831-465-8528
 - ii) Mail to Dr. Aimée Shunney, 740 Front Street, suite 130; Santa Cruz, CA 95050
 - iii) Bring them by the office

4) Gather all medications, over the counter drugs, and vitamins/herbs/supplements that you are currently taking near you at the time of your remote visit for easy reference.

CANCELLATION POLICY - Please be advised that we have a 48 business hour cancellation policy. Appointments may be canceled by calling 831-465-9088 at least 48 business hours in advance. Credit card information is taken at the time of booking in order to hold your appointment time. If you cancel less than 48 business hours prior to the start of your appointment or do not show for your appointment time your credit card will be charged the full price of the visit.

Additional questions can be answered at the office, 831-465-9088.

Thank you!