



## **OFFICE POLICIES**

**Effective Date: April 7, 2025**

Welcome to Clinton Regional Hospital, Primary Care and Dr. Nadia Azuero. In this practice, we are committed to providing you with exceptional care in a healing and supportive environment. To ensure a positive experience for all patients, please familiarize yourself with the following office policies.

### **APPOINTMENTS**

#### **Scheduling Appointments**

- New patient appointments can be scheduled by calling our office at (580) 547-5043 during office hours. If after hours, you can call the main number at (580) 547-5128.
- Please arrive 20 minutes early for your first appointment to complete any necessary paperwork.
- We recommend completing your new patient forms prior to your visit. These forms can be downloaded from our website under the resources tab, emailed to you upon request, or pickup in person and the main desk in the hospital.

#### **Types of Appointments**

- Initial Consultation: Comprehensive 45 minute evaluation
- Follow-up Visit: 25 minute appointment
- Extended Follow-up: 35 minute appointment for higher complexities
- Acute Care Visit: 20 minute appointment for urgent issues
- Telehealth Visit: 15 minute appointment for variable appointments

### **LATE ARRIVALS**

If you arrive more than 15 minutes late for your appointment, we may need to reschedule to ensure that other patients are not kept waiting. We will make every effort to accommodate you if the schedule permits.



#### CANCELATIONS & RESCHEDULING

We understand that circumstances may arise that require you to cancel or reschedule your appointment. We ask that you cancel or reschedule your appointment with 24 hours notice. This allows us to manage the clinic schedule more efficiently for benefit of the community. A \$45 fee will be charged for appointments canceled with less than 24 hours notice AND for missed - "no show" - appointments. This fee is not covered by insurance and will be your responsibility.

#### AFTER HOURS CARE

If you have a medical emergency, please call 911 or go to the nearest emergency room. For urgent but non-emergency medical concerns after hours, you can call the main number (580) 547-5128 and connect with the operator for openings in the clinic the following day.

#### **COMMUNICATION**

##### PHONE CALLS

Our office staff is available to take your calls Monday through Thursday from 07:30am to 5:00pm. Messages left after hours will be returned the next business day.

##### EMAIL

Email is not a secure form of communication. Please call the office or main number for all medical communications to ensure your privacy is protected.

##### TEST RESULTS

Lab and test results will be communicated upon request or during follow-up appointments. We do not routinely call patients with normal lab results. Phone calls will be made only with abnormal results by Dr. Azuero.



## **PRESCRIPTIONS & REFILLS**

### PRESCRIPTION REFILLS

Please request prescription refills through our office at (580) 547-5043. Once the request is made, please allow at least 72 hours for all refill requests to be processed.

For controlled substance prescriptions, please note:

- We require 72 hours notice
- You may need to be seen in the office before a refill is authorized
- Early refills will not be provided
- Lost or stolen prescriptions will not be replaced without an office visit and documentation

### MEDICATION CHANGES

Do not change your medication dosage or stop taking a prescribed medication without consulting Dr. Azuero first. Call the office for.

## **FUNCTIONAL MEDICINE APPROACH**

### Partnership In Care

Dr. Azuero utilizes functional medicine techniques, which requires active patient participation and engagement. Your commitment to the treatment plan, that can include, dietary changes, supplements, lifestyle modifications, and follow-up appointments, is essential for optimal results.

### Treatment Plans

Treatment plans are individualized and may include:

- Dietary recommendations
- Supplement protocols
- Lifestyle modifications
- Targeted therapies, such detox, red light, grounding, etc.
- Advanced laboratory testing
- Prescription medications when necessary



### Supplements

If supplements are recommended, they can be purchased either through our office or from other quality sources that Dr. Azuero recommends. We do not require that you purchase supplements from our office.

### **FINANCIAL POLICIES**

Please refer to our separate Financial Policy document for detailed information about insurance, payments, and billing procedures.

### **PATIENT RIGHTS & RESPONSIBILITIES**

#### **As a patient, you have the right to:**

- Be treated with respect and dignity
- Receive clear information about your diagnosis, treatment options, and prognosis
- Participate in decisions about your care
- Privacy and confidentiality
- Access your medical records
- Refuse treatment
- Receive continuity of care

#### **As a patient, you the responsibility to:**

- Provide accurate and complete information about your health
- Follow the treatment plan recommended by your physician
- Keep scheduled appointments or provide adequate notice for cancellation
- Be respectful towards staff and other patients
- Pay for services in a timely manner
- Inform us when you do not understand or cannot follow treatment instructions

### **PRIVACY PRACTICES**

We are committed to protecting your privacy in accordance with HIPAA regulations. Please refer to our Notice of Privacy Practices for detailed information about how your medical information may be used and disclosed.



**FEEDBACK & CONCERNS**

We value your feedback and strive to provide the highest quality of care. If you have any concerns about your care or experience at our office, please speak with our practice manager. We take all concerns seriously and will work to address them promptly.

By signing below, I \_\_\_\_\_ acknowledge that I have  
Name

read and understand the office policies of Clinton Regional Hospital and Dr. Azuero's practice.

Printed Name: \_\_\_\_\_

Signature of Patient or Guardian: \_\_\_\_\_

Relationship to Patient: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



## **Introduction to Functional Medicine**

*True wealth, is found in the state of your health.*

### **WELCOME TO A NEW MODEL OF CARE**

Welcome to Dr. Nadia Azuero's functional medicine practice at Clinton Regional Hospital. We're excited to partner with you on your health journey. This guide will help you understand the functional medicine approach and how it can be integrated with traditional medical care.

### **WHAT IS FUNCTIONAL MEDICINE?**

Functional medicine is a systems-based approach that focuses on identifying and addressing the root cause of disease, rather than just treating the symptoms. It views the body as an interconnected whole system, not a collection of independent organs functioning separately, divided by medical specialties.

#### **Key principles include:**

- Patient-centered care: Your unique story, experiences, and health specific goals are at the center of your treatment plan.
- Systems approach: We examine how ALL bodily systems interact and influence each other, rather than focusing on isolated symptoms.
- Integration of best practices: Dr. Azuero combines traditional medical treatments with evidence-informed complimentary approaches including nutrition, lifestyle, and targeted supplementation.
- Root cause resolution: We aim to identify and address the underlying factors contributing to illness and dis-ease, not just manage symptoms.

### **HOW FUNCTIONAL MEDICINE DIFFERS FROM CONVENTIONAL MEDICINE**

<i>Traditional Medicine</i>	<i>Functional Medicine</i>
<i>Focuses on acute symptom management</i>	<i>Addresses underlying cause of symptoms</i>
<i>Usually treats each symptoms separately</i>	<i>Looks for connections between symptoms</i>
<i>Shorter appointments, addressing 1 concern</i>	<i>Extended appointments analyzing whole health history</i>
<i>Primary focus on pharmaceutical intervention</i>	<i>Integrates, diet, lifestyle, supplements &amp; medications</i>
<i>Often reactive to disease</i>	<i>Proactive &amp; preventative approach</i>

Both approaches have value. Dr. Azuero integrates the best, up to date traditional medicine with functional medicine principles to provide comprehensive care.

### **DR. AZUERO'S APPROACH**

Dr. Azuero brings her extensive experience in rural healthcare, cardiovascular perfusion, and family medicine to her functional medicine practice. Her approach is characterized by:

- **Thorough investigation:** Taking time to understand your complete health history, lifestyle factors, genetic influences, and environmental exposures.
- **Personalization:** Creating individualized treatment plans based on your unique needs, preferences, and circumstances.
- **Partnership:** Working collaboratively with you as an active participant in your health journey.
- **Prevention:** Identifying early warning signs before they develop into chronic conditions.
- **Education & Self-improvement:** Helping you understand the "why" behind recommendations so you can make informed choices.

### **WHAT TO EXPECT:** Your first visit

Your initial consultation with Dr. Azuero will be more comprehensive than you may be accustomed to in a traditional medical setting. Be prepared to discuss:

- Your complete health timeline from beginning to present
- Complete family health history
- Dietary patterns & nutritional status
- Sleep quality & patterns
- Stress levels & management/coping techniques
- Environmental & occupational exposures
- Home chemicals, hygiene products & potential hazards
- Physical activity, energy & resilience
- Current medications & supplements
- Previous treatments & their effectiveness

### **Our Process**

- Gather information by completing intake forms, reviewing previous medical records for your in-depth consultation and ordering any testing when necessary.
- Then we start to connect the dots by identifying patterns and connections between your symptoms to determine potential root causes and/or aggravators to find systemic interactions.



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- Then we create a personalized plan together that includes, nutritional supplementation, targeted supplementation, lifestyle modifications, any necessary medications, stress management, sleep optimization, and environmental modifications.
- Finally, we work on monitoring and making adjustments with regular follow-up appointments, tracking progress and symptoms, adjusting the plan based on your response, and any additional testing if necessary.

### **Laboratory Testing**

Functional medicine often utilizes specialized testing that goes beyond “standard bloodwork”. Dr. Azuero will work with you based on your situation and may recommend:

- Comprehensive nutritional assessments
- Food sensitivity testing
- Detailed hormone panels
- Digestive health & microbiome analysis
- Toxin exposure testing
- Genetic testing
- Advanced cardiometabolic testing
- Or other specifics to your health concerns

While some testing may be covered by insurance, many specialized tests are not. *We'll always discuss costs with you before ordering tests.*

### **YOUR ROLE IN FUNCTIONAL MEDICINE**

Functional medicine requires **active** participation from patients. Your involvement may include:

- Completing comprehensive intake forms to provide a detailed picture of your health
- Making dietary & lifestyle changes as recommended
- Taking supplements and/or medications as prescribed
- Tracking symptoms to monitor progress
- Keeping follow-up appointments to adjust your treatment plan
- Communication openly about what is and isn't working
- Being patient with the process, as addressing root causes takes time

*"Rome was not built in one day....but they were laying bricks every hour"*

## **TIMELINE FOR IMPROVEMENT**

Functional medicine often works on a different timeline than traditional medicine. While some patients experience improvements quickly, addressing the root causes of chronic conditions typically requires time and can be dependent on your body's function and recovery.

Acute symptoms: May show improvement within days to weeks

- Chronic symptoms: Often require 3-6 months before significant improvements
- Complex cases: May take a year or longer for full resolution

The timeline depends on:

- How long you've had your condition
- The severity of imbalances
- Your adherence to the treatment plan
- Your unique biochemistry, metabolism, and genetic factors

## **INSURANCE AND COSTS**

Dr. Azuero accepts most major insurance plans for standard medical visits. However, it is important to understand that:

- Specialized functional medicine testing may not be covered by insurance
- Nutritional supplements are typically not covered
- Extended visit times may have additional fees beyond what insurance covers

Dr. Azuero and our office staff will help you understand potential costs before any tests or treatments are ordered. We believe in transparency regarding the financial aspect of your medical care.

## **GETTING STARTED**

We're excited to partner with you on your health journey! To prepare for your first appointment:

1. Complete all new patient forms thoroughly
2. Gather previous medical records and lab results
3. Make a list of all current medications and supplements, or bring them with you to the visit
4. Think about your health goals, short and long term, and priorities for optimal living
5. Bring any questions you may have

***You don't have to build everything you want today....just lay a brick.***

***WE LOOK FORWARD TO WORKING WITH YOU!***

## **CONTACT INFORMATION**

Clinton Regional Hospital 90 N 30th St, Suite 7 Clinton, OK 73601

Phone: (580) 547-5128      Website: [www.crhaok.com](http://www.crhaok.com)

Office Hours: Monday — Thursday 8:00am to 4:00pm



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**Oklahoma Medical Records Release Authorization**

Name: \_\_\_\_\_ DOB: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_  
Social Security Number (last 4 digits): \_\_\_\_\_

I AUTHORIZE THE FOLLOWING PRACTITIONER/FACILITY TO RELEASE MY MEDICAL INFORMATION:

Practitioner/Facility: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

RELEASE MY MEDICAL INFORMATION TO:

**Clinton Regional Hospital**  
**Dr. Nadia Azuero**  
**100 N. 30th Street Suite 7 Clinton, OK 73601**  
**Phone: (580) 547-5043 Fax: (580) 547-5035**

INFORMATION TO BE RELEASED: (Check all that apply)

- ☐ Complete Medical Record    ☐ Medical records from: \_\_\_\_/\_\_\_\_/\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_  
☐ Lab results from: \_\_\_\_/\_\_\_\_/\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_    ☐ Immunization records  
☐ Radiology reports from: \_\_\_\_/\_\_\_\_/\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_    ☐ Billing records  
☐ Other (please specify): \_\_\_\_\_



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PURPOSE OF RELEASE: (Check all that apply)

- ☐ Establish care ☐ Continuing care ☐ Transfer care ☐ Personal use ☐ Insurance ☐ Legal  
☐ Disability Determination ☐ Worker's compensation  
☐ Other (specify): \_\_\_\_\_

SPECIAL AUTHORIZATION FOR SENSITIVE INFORMATION:

*Oklahoma law requires specific authorization for the release of certain types of medical information. By initialing below, I specifically authorize the release of the following information:*

- ☐ Mental Health Records (excluding psychotherapy notes)  
☐ Alcohol/Drug Abuse Treatment Records ☐ Sexually Transmitted Disease Information  
☐ HIV/AIDS Test Results and Treatment Records ☐ Genetic Testing Information

EXPIRATION AND REVOCATION

- The authorization will expire on: ☐ \_\_\_\_/\_\_\_\_/\_\_\_\_ (specific date) ☐ One year from signing date  
☐ When the following event occurs: \_\_\_\_\_

*I understand that I have a right to revoke this authorization at any time by sending a written notification to Clinton Regional Hospital. I understand that a revocation is not effective to the extent that the practitioner has relied on this authorization to use or disclose my health information.*

NOTICE OF RIGHTS AND OTHER INFORMATION

I understand that:

- I may refuse to sign this authorization and that my refusal will not affect my ability to receive treatment, payment, enrollment, or eligibility for benefits.
- I may inspect or copy the information to be used or disclosed as provided in 45 CFR 164.524 (HIPAA regulations).
- Any disclosure of information carries with it the potential for unauthorized redisclosure, and the information may not be protected by federal confidentiality rules.
- If I have questions about the disclosure of my health information, I may contact the Clinton Regional Hospital Privacy Officer.



In accordance with Oklahoma State Law, I understand that I may be charged a reasonable fee for the copying of medical records. Oklahoma Law allows a fee of \$1.00 for the first page and \$0.50 for each additional page, plus postage.

Signature of Patient or Legal Representative: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Relationship to Patient: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**FOR OFFICE USE ONLY**

Date Request Received: \_\_\_\_/\_\_\_\_/\_\_\_\_

Request Processed By: \_\_\_\_\_

Date Information Released: \_\_\_\_/\_\_\_\_/\_\_\_\_

Delivery Method: ☐ Mail ☐ Fax ☐ Email ☐ In Person ☐ Other: \_\_\_\_\_