

Great Lakes Weight and Wellness

OPTIFAST[®] PROGRAM COMMITMENT INFORMATION

The OPTIFAST Program is a very structured approach to weight management. Because of the magnitude of this type of treatment, weekly attendance is of utmost importance. It is very important that you strive for perfect attendance, keeping in mind that your success in this program will partially depend upon you attending every week. In the event that this is not possible, contact the Great Lakes Weight and Wellness staff as soon as you are aware that you will be absent.

If you are absent (2) consecutive weeks without contacting the office, we will try to contact you. If we are unable to reach you, we will send you a letter. You will have (7) days to respond. If you do not respond, you will be discharged from the program. Keep in mind that patients are required to pay for missed visits.

The patient is responsible for all communication to the staff regarding absences. In the event that you are dropping out of the program, you must contact the staff as soon as possible. Patients will be responsible for all charges (except for nutritional formula not received) up to the date the staff was notified of the termination, regardless of attendance.

COMMITMENT SUMMARY:

1. Payment must be made in accordance with the fee schedule or payment plan provided.
2. Patients must realize the importance of good communication regarding absences. This will ensure the program protocol is being followed and maximize the patient's success in the program. Excessive absenteeism will usually be reflected in the patient's weight loss and maintenance.
3. In the event that the patient will be absent, the Great Lakes Weight and Wellness staff should be notified. If no one is available to take the call, a message should be left on the voicemail. A staff member will call the patient back as soon as possible.