GLO METABOLIC HEALTH PLLC

New Patient Welcome Packet

Patient Information & Informed Consent Guide

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Table of Contents

1. Welcome
2. About Glo Metabolic Health PLLC
3. Purpose of Care
4. Our Services
5. Consent for Treatment
6. Telehealth Services
7. Medications
8. Laboratory Testing
9. Financial Policy
10. Cancellation & No-Show Policy
11. Weight Management Program
12. GLP-1 Medication Information
13. Patient Responsibilities
14. Medical Emergencies
15. Privacy & Confidentiality
16. Questions
17. Our Commitment to You
18. Contact Information
19. Disclaimer
20. Document Information

Welcome

Welcome to **Glo Metabolic Health PLLC**.

Thank you for choosing Glo Metabolic Health PLLC for your healthcare needs. We are honored to partner with you on your journey toward better health and are committed to providing compassionate, evidence-based, and personalized medical care in a respectful and supportive environment.

This Welcome Packet has been created to help you understand our practice, the healthcare services we provide, your rights and responsibilities as a patient, and what you can expect while receiving care at Glo Metabolic Health PLLC.

Please review this guide before your appointment. If you have questions regarding the information contained in this packet, we encourage you to discuss them with your healthcare provider before completing your electronic consent forms.

About Glo Metabolic Health PLLC

At Glo Metabolic Health PLLC, we believe healthcare is a partnership built on trust, education, compassion, and evidence-based medicine.

Our mission is to empower individuals to achieve better health through personalized, patient-centered care. We focus on treating the whole person by combining medical expertise with education, lifestyle guidance, and long-term support.

Glo Metabolic Health currently provides healthcare services for adults 18 years of age and older.

We strive to create a welcoming environment where every patient feels heard, respected, and actively involved in decisions regarding their healthcare.

Our goal is to provide high-quality, accessible care while helping patients build healthier lifestyles and achieve lasting improvements in their overall health and well-being.

Purpose of Care

Glo Metabolic Health PLLC provides medical evaluation, diagnosis, treatment, preventive care, diagnostic testing, follow-up care, and other healthcare services through its authorized healthcare providers, as deemed medically appropriate.

Healthcare recommendations are individualized based on your medical history, symptoms, physical examination (when applicable), laboratory findings, and clinical judgment.

Treatment recommendations are developed collaboratively with you and are intended to support informed decision-making and long-term health.

Our Services

Glo Metabolic Health PLLC offers personalized, evidence-based primary care and metabolic health services designed to support your overall health and wellness.

Services may include, but are not limited to:

- Primary Care Services
- Medical Weight Management
- Metabolic Health
- Preventive Healthcare
- Acute Care for Select Minor Illnesses and Conditions
- Chronic Disease Management
- Medication Management
- Lifestyle and Nutrition Counseling
- Laboratory Ordering and Interpretation
- Telehealth Services (when medically appropriate)
- Follow-up Care
- Wellness Counseling
- Health Screenings
- Care Coordination and Referrals (when appropriate)
- Hormone Replacement Therapy (when clinically appropriate and available)
- Other healthcare services within the scope of practice of Glo Metabolic Health PLLC

Future Services

As our practice grows, additional healthcare services, including IV Hydration Therapy, may become available. Information regarding new services will be provided when appropriate.

Consent for Treatment

Your healthcare recommendations are individualized and based on your medical history, symptoms, physical examination (when applicable), laboratory findings, and clinical judgment.

Medicine is not an exact science. While every effort is made to provide the highest quality care, no guarantees can be made regarding the outcome of any treatment or healthcare service.

You are encouraged to actively participate in your healthcare by asking questions, discussing concerns, and working together with your healthcare provider to make informed decisions regarding your care.

Your electronic consent forms, completed through our patient portal, document your acknowledgment and consent to receive healthcare services from Glo Metabolic Health PLLC.

Telehealth Services

Glo Metabolic Health PLLC offers telehealth services when medically appropriate to provide convenient, secure, and accessible healthcare.

Patients must be physically located in a state where their healthcare provider is authorized to practice at the time of their telehealth appointment.

Telehealth appointments may include:

- Medical evaluations
- Follow-up visits
- Medication management
- Review of laboratory results
- Lifestyle and nutrition counseling
- Chronic disease management
- Preventive healthcare consultations
- Other healthcare services appropriate for virtual care

Because your healthcare provider is not physically present during a telehealth visit, certain medical conditions may require an in-person evaluation, laboratory testing, imaging studies, or referral for emergency or specialty care.

Telehealth should **never** be used for medical emergencies. If your provider determines that telehealth is not appropriate for your condition, you may be advised to schedule an in-person visit or seek immediate medical attention.

Medications

Medications are prescribed only when medically appropriate and based upon current medical standards, clinical judgment, and your individual healthcare needs.

Treatment recommendations may change based upon your response to therapy, laboratory findings, changes in your medical condition, or newly available medical information.

Insurance coverage, medication availability, pharmacy pricing, and manufacturer supply cannot be guaranteed.

Unless otherwise stated, medication costs are separate from membership fees, consultation fees, and laboratory charges.

Patients are encouraged to discuss any medication questions or concerns with their healthcare provider.

Laboratory Testing

Laboratory testing or diagnostic studies may be recommended before or during treatment to assist with diagnosis, treatment planning, and ongoing monitoring.

Laboratory services are performed by independent laboratories.

Patients remain responsible for understanding their insurance coverage and any applicable laboratory fees.

Your healthcare provider will review laboratory results with you and discuss how those results may affect your treatment plan.

Financial Policy

Glo Metabolic Health PLLC currently provides medical services on a self-pay basis. Payment is expected at the time services are rendered unless other arrangements have been made in advance.

Our practice is actively pursuing credentialing and contracting with select health insurance plans. Insurance-based appointments may become available once participation has been formally approved and applicable agreements are effective.

Patients who wish to receive updates regarding insurance participation may join our **Insurance Updates Interest List**, available on our website.

Insurance participation is subject to credentialing, contracting, and payer approval. Joining the interest list does not guarantee insurance acceptance, eligibility, or coverage for services.

Patients remain responsible for applicable costs associated with:

- Laboratory testing
- Prescription medications and pharmacy costs
- Diagnostic testing
- Specialist consultations
- Third-party services not included in their selected service or membership plan

Current pricing is available on our website and may be updated periodically.

Cancellation & No-Show Policy

We understand that schedules occasionally change.

If you need to cancel or reschedule your appointment, please notify our office as early as possible.

Late cancellations and missed appointments may be subject to applicable fees in accordance with our current practice policies.

Our current cancellation policy is available on our website and may be updated periodically.

Weight Management Program

Our medical weight management program focuses on safe, sustainable, and evidence-based treatment rather than short-term or rapid weight loss.

Each treatment plan is individualized and may include:

- Comprehensive medical evaluation
- Nutrition counseling
- Physical activity recommendations
- Behavior modification strategies
- Prescription medication management
- Laboratory monitoring
- Ongoing follow-up and accountability

Successful weight management requires commitment, consistency, and partnership between the patient and healthcare provider.

Results vary among individuals and cannot be guaranteed.

GLP-1 Medication Information

When medically appropriate, GLP-1 medications may be recommended as part of a comprehensive weight management program.

Patients should understand that:

- Not everyone is an appropriate candidate for GLP-1 therapy.
- Potential benefits, risks, and common side effects will be reviewed before treatment.
- Medication availability and insurance coverage cannot be guaranteed.

- Ongoing follow-up appointments and laboratory monitoring may be recommended.
- Treatment plans may change based on your response to therapy and clinical progress.

Additional informed consent may be required before initiating GLP-1 medication therapy.

Patient Responsibilities

To help us provide safe, effective, and personalized healthcare, we ask that you:

- Provide complete, accurate, and truthful medical information.
- Notify your healthcare provider of changes to your medical history, medications, allergies, or health status.
- Follow your agreed-upon treatment plan to the best of your ability.
- Ask questions whenever clarification is needed.
- Promptly report significant side effects, unexpected reactions, or concerning symptoms.
- Keep scheduled appointments or notify the practice if you need to cancel or reschedule.
- Treat all providers and staff with courtesy and respect.

Working together helps us provide the highest quality care and achieve the best possible health outcomes.

Medical Emergencies

Glo Metabolic Health PLLC does **not** provide emergency medical services.

If you believe you are experiencing a medical emergency, call **911** immediately or go to the nearest emergency department.

The patient portal, email, voicemail, and text messaging should **not** be used to request emergency medical care.

For urgent concerns that are not life-threatening, please contact our office for guidance during normal business hours.

Privacy & Confidentiality

Your privacy is important to us.

Glo Metabolic Health PLLC is committed to protecting your personal health information in accordance with applicable federal and state privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA).

Information regarding how we collect, use, disclose, and protect your health information is available in our **Notice of Privacy Practices**, which is provided separately.

Questions

We believe informed patients make better healthcare decisions.

If you have questions regarding the information contained in this Welcome Packet or your recommended treatment plan, we encourage you to discuss them with your healthcare provider before completing your electronic consent forms or beginning treatment.

We are committed to ensuring you have the information you need to make informed decisions regarding your healthcare.

Our Commitment to You

At Glo Metabolic Health PLLC, we are committed to providing compassionate, respectful, and evidence-based healthcare while partnering with you to achieve your health goals.

We believe every patient deserves individualized care, open communication, and support throughout every stage of their healthcare journey.

Our goal is to empower you with the knowledge, tools, and medical guidance needed to make informed decisions and improve your overall health and well-being.

Thank you for trusting us with your care. We look forward to partnering with you on your journey toward better health.

Contact Information

Glo Metabolic Health PLLC

Location:
Boston, Massachusetts
Telehealth services are available in states where your provider is currently licensed.

Office: (617) 433-7581

Fax: (617) 843-6275

Email: care@glometabolichealth.com

Website: www.glometabolichealth.com

Patient Portal: Available through Elation Health

Medical Emergencies: Call **911** or go to the nearest emergency department.

Disclaimer

This Welcome Packet is provided for informational purposes and is intended to help patients understand the services, policies, and general expectations of Glo Metabolic Health PLLC.

It does not replace individualized medical advice, diagnosis, or treatment. Healthcare recommendations are based on each patient's unique medical history, clinical evaluation, and professional medical judgment.

Practice policies, services, and fees may be updated periodically. The most current information is available through Glo Metabolic Health PLLC.

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Glo Metabolic Health PLLC

Comprehensive Care for Your Whole Health.

Thank you for choosing Glo Metabolic Health PLLC.