



LEGACY WELLNESS TELEHEALTH™

Frequently Asked Questions (FAQ)

1. What type of providers will I be seeing?

Our practice consists of Family Nurse Practitioners (FNPs) and Physician Assistants (PAs). MD staff will be added soon.

2. Do you accept insurance?

We are a private-pay practice. We do not bill insurance directly. Patients may request a Superbill for possible out-of-network reimbursement.

3. Do I have to be in Florida during my visit?

Yes. You must be physically located in Florida at the time of your telehealth appointment.

4. What forms of payment do you accept?

We accept Stripe payment links, PAYA, Zelle, credit/debit cards, and HSA/FSA cards.

Payment is required at booking to secure your appointment.

5. What is a Superbill?

A Superbill is a detailed medical receipt that patients can submit to their insurance. Insurance reimburses the patient, not the practice.

6. What is your cancellation & no-show policy?

A 24-hour notice is required. Late cancellations and no-shows incur a **\$30 fee** deducted from the prepaid visit.

7. Do you prescribe medications?

Yes, when medically appropriate.

- Benzodiazepines: Up to **3 days only**, then Psychiatry referral.
- Opioids: Up to **7 days via telehealth ONLY** for cancer pain or fractures, then Pain Management referral.

We do not prescribe chronic controlled substances.

8. Do you see children?

Yes. We see patients of all ages.

Adults only: Weight loss and hormone therapy services.

9. What conditions do you treat?

We treat primary and urgent care conditions including colds, flu, infections, allergies, asthma, skin conditions, chronic care follow-ups, and more.

10. What conditions require in-person care?

Telehealth cannot treat emergencies such as chest pain, severe breathing issues, stroke symptoms, trauma, or severe abdominal pain. Call 911 for emergencies.

11. How do I schedule a visit?

Appointments can be booked directly through our secure online scheduling system.

Book here:

RXNT: <https://app2.rxnt.com/phr/#/patient-enrollment?a84c9b44-e907-4f2b-a1c8-5ed315b00aa6>

Zocdoc: <https://www.zocdoc.com/practice/legacy-wellness-telehealth-153168>

12. Do you offer work or school notes?

Yes, when medically appropriate.

13. Is my information secure?

Yes. We follow all HIPAA laws to protect your health information.

14. DNP vs MD/DO Disclaimer

You will be seen by Dr. Pierrele Joana Lebrun, DNP, APRN, FNP-BC, a Doctor of Nursing Practice and Board-Certified Family Nurse Practitioner. A DNP is not an MD/DO. Care is provided under the Advanced Practice Nursing model with evidence-based, high-quality standards.