



Sparkle Health - Practice Policies

Appointments

- An in-person initial exam is required to become a patient at Sparkle Health.
- To remain an active member of the practice, a visit with Dr. Mercuro is required at least twice per year, one of which should be in person.
- If actively working on a specific issue, Dr. Mercuro will ask you to schedule an appointment every 4 to 8 weeks.
- If you have not been seen within one calendar year, you will become inactive, and your portal will be inactivated.
- If you become inactive and later request to schedule a visit, you will need to join our waiting list (if there is one at that time) and have a full 60-minute reinstatement visit.

Specific appointment dates and times can be requested directly through the My Appointments area of your portal or call the office, and we will be happy to assist you.

Dr. Mercuro is licensed in both MA and NH and can see you via Zoom or telemedicine (phone) if you are a resident of MA or NH.

Payment

- Sparkle Health operates on an a la carte (pay-as-you-go) basis, offering flexibility to pay for the service you need as you need it.
- An active credit card is required to be kept on file for use with appointments, cancellations, and no-shows.
- Payment is processed at the time of service and is applied directly to the credit card on file at that time. Cash is accepted as well but must be presented at the time of service.
- If you'd like to change the credit card on file, please update it prior to your appointment. Credit cards can be updated directly in the Invoices & Payment area of your portal, by calling our office or presenting the updated card during check-in to your appointment.



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Pricing

Dr. Mercurio - New Patient Consult	\$529
Dr. Mercurio - 60 Minutes	\$500
Dr. Mercurio - 45 Minutes	\$375
Dr. Mercurio - 30 Minutes	\$250
Dr. Mercurio - 15 Minutes	\$125
Nutrition - 60 Minutes	\$100
Nutrition - 30 Minutes	\$50
Nutritional Genomics Testing (3x4)	\$499
Health Coaching - 60 Minutes	\$80
Health Coaching - 30 Minutes	\$40
Therapeutic Massage - 30 Minutes	\$70
Therapeutic Massage - 60 Minutes	\$115
Therapeutic Massage - 90 Minutes	\$155
Manual Lymphatic Drainage Massage	\$155
Sauna	\$30
PEMF	\$20
IV Services (as prescribed by Dr. Mercurio)	Varies; Please ask at front desk



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Hours

Monday	9:00 to 5:00	
Tuesday	9:00 to 5:00	
Wednesday	9:00 to 5:00	
Thursday	9:00 to 12:00	NOTE: Dr. Mercurio does not see patients on Thursdays
Friday	9:00 to 5:00	

Cancellations

Physician Visits

New Patients -

- Two (2) business days' notice is required for new patient cancellations.
- If the new patient appointment is cancelled within two business days of the appointment time, the \$100 deposit is non-refundable.
- Cancellations made before the deadline are eligible to apply the \$100 deposit to a future appointment.

Existing Patients

- A \$100 fee for cancellations made within one business day of the scheduled appointment time will apply. This fee will automatically process on the credit card on file.

Massage Therapy, Nutrition Counseling and IV Therapy

- A \$50 fee for cancellations made within one business day of the scheduled appointment time will apply. This fee will automatically process on the credit card on file.



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No-Shows

- A no-show is when a patient schedules an appointment and neither cancels nor arrives at the reserved appointment time.
- No shows will be charged the full cost of the missed appointment to the credit card on file.
- Patients who repeatedly no-show may be released from Sparkle Health.

Late Arrivals

- When you request an appointment, we reserve that time specifically for you to receive the individualized care that you need.
- Patients who arrive 15 minutes late to their scheduled appointment time will be asked to reschedule.
- Our goal is to ensure the delivery of valuable office experience for all, including longer office visits with limited waiting room delays.

Patient Portal

Login Page: <https://sparkleportal.md-hq.com/>

- Sparkle's patient portal provides secure, encrypted communications directly between patients and Sparkle Health team members. It can be used to schedule appointments, review visit summaries, download lab orders and view lab results.
- Personal updates such as address, phone, credit card and pharmacy preferences can be entered here at any time.



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Secure Messages

- Kindly allow three (3) business days for a response.
- The Secure Messages area of the portal is a supplemental tool for direct follow-up regarding the medical condition you are actively addressing with Sparkle Health.
- The portal should NOT be used to address new medical concerns or urgent matters.
- Requests for new medications, lab testing, or discussion of new medical symptoms not related to a recent appointment will not be addressed in the portal and will necessitate a visit.
- The portal should NOT be used as a substitute for an appointment.
- Messages sent via the patient portal are a permanent part of your medical record and are visible to the entire Sparkle Health team.

Call Answering Service

Sparkle Health contracts directly with a 24/7 live call answering service to receive your call when we are unavailable to assist you.

If you receive our answering service, please do not hang up.

Leave a message and we will return your call as soon as we are available to assist you.

Medical Emergencies

DO NOT DELAY!

If you suspect a serious health problem that requires immediate medical attention, call 911 or have someone take you to the nearest emergency room.

The patient portal should never be used in cases of medical emergency.

Prescription Refills

IMPORTANT: A minimum of one (1) visit per 6-month period is required for Dr. Mercuro to continue prescribing medication for you.

Please allow three (3) business days for prescription refills to be completed.

Requests can be submitted 24/7 through the “My Medications” area of your portal or call the office at 603-328-8101 during regular business hours.

Compounding and mail-order pharmacies require additional time to process refills. Please plan accordingly, allowing ample time for all stages of the refill process.



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Primary Care Provider Required

Sparkle Health does not provide full primary care services.

We are not contracted with insurance companies and do not provide urgent care or 24/7 evening and weekend coverage.

You must have a primary care doctor that you can consult in the event of an emergency, urgent health concern or required insurance referral.

Adverse Events

If you suspect you are experiencing an adverse effect from any component of your Sparkle Health treatment plan, discontinue its use and send a portal message directly to Dr. Mercurio.

Insurance

Sparkle Health does not accept health insurance.

We work directly for you, not your health insurance company, to deliver exceptional care.

All fees are settled between you and Sparkle Health at the time-of-service using cash or the credit card on file.

Not Covered

After-hours emergency/urgent care, lab testing, imaging, medications, and supplements are not covered services at Sparkle Health.