

PATIENT INFORMATION

Dr. Houston and his staff are pleased that you have chosen us to care for your medical needs. This packet will provide you with some essential information on how his medical practice operates providing you with efficient, high quality medical care. Please read all of this carefully.

In this packet you will receive information on:

- Physician Appointments
- Meet the Staff
- Office Hours
- Family Nurse Practitioner Visits
- Urgent Work-ins
- What to Expect at Your Appointment
- Obtaining Lab and Test Results
- Telephone Calls
- Prescriptions
- Financial Counseling/Insurance
- Facial Rejuvenation Center
- Concierge Medicine
- Nutritional Consult
- Personal Medical History Questionnaire **(required at initial visit)**
- System Review Questionnaire **(required at initial visit)**

Physician Appointments

Appointments to see Dr. Houston are scheduled on Monday and Thursday from 6:15 a.m. - 1:45 p.m. and on Tuesday and Friday from 6:15 a.m. – 11:30 a.m. Please call (615)297-2700 for an appointment between the hours of 8:00 a.m. and 4:00 p.m. on Monday, Tuesday, and Thursday, and between the hours of 8:00 a.m. – 11:30 a.m. on Friday. When calling for an appointment, be sure to give the receptionist your full name, date of birth, whether you are a NEW patient, returning for an annual physical, or a return check-up visit.

We ask that you arrive at least 30 minutes prior to your appointment time to allow for parking and registration. If you arrive more than 20 minutes late, you will have to reschedule your appointment for a later date. A 24-hour cancellation notice is required for a new patient appointment or you will be billed for the missed visit on the credit card that you provided when making your appointment.

Urgent Work-ins

If an urgent matter arises, Dr. Houston or Jonathan Cole, FNP, will do their best to see you that same day, or refer you to the closest E.R. if considered an emergency. The E.R. physician will contact Dr. Houston or Jonathan Cole, FNP regarding your medical condition.

Family Nurse Practitioner Visits

Often times, Dr. Houston will have you seen for follow-up visits or urgent work-in visits with the Hypertension Institute Family Nurse Practitioner, Jonathan Cole (FNP). Jonathan Cole works closely with Dr. Houston and often will be able to see you on an urgent basis if needed.

In addition, Jonathan Cole is skilled in diabetes management, weight management, and nutritional consulting and will be able to provide valuable information with dietary and nutraceuticals needs.

Office Hours

Dr. Houston has patient appointments as follows:

Monday	6:15 a.m. – 1:45 p.m.
Tuesday	6:15 a.m. – 11:30 a.m.
Wednesday	CLOSED
Thursday	6:15 a.m. – 1:45 p.m.
Friday	6:15 a.m. – 11:30 a.m. (office closes at Noon)

Jonathan Cole, FNP has patient appointments as follows:

Monday	7:00 a.m. – 2:30 p.m.
Tuesday	7:00 a.m. – 2:30 p.m.
Wednesday	CLOSED
Thursday	7:00 a.m. – 2:30 p.m.
Friday	7:00 a.m. – 11:30 a.m. (office closes at Noon)

What to Expect At Your Appointment

When you are called back to the examination room, you will be weighed, your vital signs will be taken, and the nurse will ask you a series of questions about your medications, medical history, etc. Bring all prescription medications; including vitamins and supplements, you are taking in their original containers. After the nurse has finished, Dr. Houston will shortly enter the room and begin his examination.

When Dr. Houston has completed his exam, he will order tests, depending on your medical history and age. For all new patients and annual physicals, a comprehensive series of tests, may be ordered.

NOTE: For women, depending on age, a mammogram, breast thermography, and a bone density may be ordered. Dr. Houston does not perform pelvic examinations or Pap smears and requests that you establish a medical relationship with a gynecologist for those procedures.

Obtaining Lab and Test Results

To obtain lab results we ask that you register for the patient portal during registration for your first appointment. Lab results will be available for viewing once they have been reviewed by Dr. Houston or Jonathan Cole, FNP. All other test results are not available on the patient portal. If you have any abnormal test results, Dr. Houston's nurse will contact you. We **DO NOT** report normal lab and/or test results by phone. Please **DO NOT** call to request lab or test results. If you receive information in the mail and have any questions, please call the office and speak to one of Dr. Houston's nurses. All tests will be reviewed with you on your follow-up visit.

NOTE: If you would like for Dr. Houston's staff to share medical information about you with family member, you will need to provide written consent to speak with that person. Please list all names with whom we are allowed to speak. When checking in for your appointment, ask to complete a medical release form and you will be provided one.

Telephone Calls

If you reach our voicemail, leave a DETAILED message, including your name, date of birth, and a phone number. Emergency calls will be taken care of immediately and all non-emergency calls will be returned by the end of the day. Any calls after 4:00 p.m. will be handled the following business day. If you are calling for a prescription refill, leave a message including your name, date of birth, pharmacy number, and the name of the medication needed. Check with your pharmacy at the end of the day to see if your prescription has been filled. We will call you only if we are unable to process your medication request.

Please do not call the office or answering service after 4:30 p.m. or on weekends for **NON-EMERGENCY** situations. Only emergency calls will be handled by the on-call physician after hours and on weekends. The office is also closed all day on Wednesdays and daily for lunch from 12:00 p.m. – 1:00 p.m. We appreciate your courtesy and understanding in this matter.

Prescriptions

Prescriptions will be phoned in to a pharmacy **ONLY** during office hours. Controlled substances prescriptions will **NEVER** be phoned in to a pharmacy on a weekend. Please **DO NOT** call for refills after hours or on weekends. If you have a mail order pharmacy, please tell Dr. Houston's nurses at the time of your visit, so a short-term prescription can be written for you to use locally until your mail order arrives. All prescriptions are now generated from the electronic medical record system.

Financial Counseling/Insurance

We appreciate your timely payment of all medical charges. Patients are responsible for all charges not covered by their insurance plans. Patients are expected to pay co-payments at the time of service. Payments may be made via cash, check, Visa, or MasterCard at the registration desk.

Facial Rejuvenation Center

The Facial Rejuvenation Center is a premier Nashville cosmetic and anti-aging facial rejuvenation practice dedicated to delivering truly transformative results. Our goal is to renew and energize your mind and spirit to make you look and feel vital and youthful. Our Medical Director, Mark Houston, M.D., is a leader in the fields of age management, and wellness. Dr. Houston, and Co-Directors, Laurie Hays, R.N. and Sissy Denton, R.N. are dedicated to the advancement of groundbreaking cosmetic procedures and anti-aging treatments. We guide you with safe and effective solutions, blending the best anti-aging treatments and non-surgical cosmetic procedures available.

Concierge Medicine

Houston Concierge Medicine (HCM) membership is a way of receiving additional services to your medical care from my office. The benefits of being an HCM member are described in a brochure when you come to the office for your appointment. I am delighted to offer these additional services and believe those that choose to become a part of HCM will be pleased. Membership is on a yearly basis, and begins July 1st through June 30th of the following year. The membership fee may be deductible from your Health Savings Account or Cafeteria Plan. To request a HCM membership form, quote for current membership fees, or if you would like to consult with someone about the benefits of HCM, please ask to speak with the HCM Administrator, Anita Hays, PhD, R.N.

Mark C. Houston
M.D., M.S., MSc, FACP, FAHA, FASH,
FACN, FAARM, ABAARM



STAFF

Mark C. Houston, M.D., M.S., MSc, FACP, FAHA, FASH, FACN, FAARM, ABAARM
Director of the Hypertension Institute
Medical Director of Clinical Research
Section Chief of Nutrition Division

Mark C. Houston, M.D., M.S. was born in Jackson, Tennessee, graduated PHI BETA KAPPA and SUMMA CUM LAUDE from Rhodes College in Memphis, Tennessee with a BA in Chemistry and was a semifinalist as a Rhodes Scholar. He graduated with highest honors and the Alpha Omega honorary society distinction from Vanderbilt Medical School.

He completed his medical internship and residency at the University of California, San Francisco, then returned to Vanderbilt Medical Center where he was chief resident in medicine from where he received the Hillman Award for Best Teacher. Dr. Houston remained on the full time internal medicine faculty at Vanderbilt University Medical School where he served as Medical Director of Executive Physical Program, Medical Director of the Cooperative Care Center, Co-Director of Medical Intensive Care Unit, Chief Clinical Section of the Division of General Internal Medicine and as Assistant and then Associate Professor of Medicine.

He is triple boarded with board certification by the American Board of Internal Medicine, the American Society of Hypertension (ASH) as a specialist in clinical hypertension (SCH) and the American Board of Anti-Aging and Regenerative Medicine (ABAARM). He completed with honors a Masters of Science degree in Human Nutrition from the University of Bridgeport, Connecticut (2003). Dr. Houston is currently enrolled in the Master of Science degree and PhD programs in Metabolic and Functional Medicine in the Biomedical Science Department at the University of South Florida, Tampa.

He is on the consulting editorial Board or consulting reviewer for over 20 major U.S. medical journals, is on the Editorial Board and is Chair of the Medical Advisory Board of the American Nutraceutical Association (ANA) and Editor-in-Chief for the Journal of the American Nutraceutical Association (JANA). He is on the Board of Trust and Executive Board for the Consortium of Southeastern Hypertension Control (COSEHC).

Dr. Houston has presented over 10,000 lectures on hypertension nationally and internationally. He has published over 200 articles and scientific abstracts in peer reviewed medical journals as well as textbook chapters, handbooks, books, and films and completed over 80 clinical research studies in hypertension, hyperlipidemia and cardiovascular disease. Four best selling books that he has authored are the **Handbook of Antihypertensive Therapy, Vascular Biology for the Clinician, What Your Doctor May Not Tell You About Hypertension, Hypertension Handbook for Students and Clinicians, What Your Doctor May Not Tell You About Heart Disease**, and **Hypertension Handbook** by Wiley/Blackwell in Oxford, UK (the first single authored textbook on integrative management of hypertension and cardiovascular disease). He

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was elected as a Fellow in the American College of Physicians (FACP), Fellow of the National Council on High Blood Pressure, Fellow of the American Heart Association (FAHA), and is a member of numerous medical societies including the American Heart Association, Nashville Academy of Medicine (NAM), American Medical Association (AMA), American College of Physicians (ACP), American Society of Internal Medicine (ASIM), Consortium for Southeastern Hypertension Control (COSEHC), American Society of Hypertension (ASH), National Council on High Blood Pressure (NCHBP), International Society of Hypertension (ISH), Inter-American Society of Hypertension (IASH), American Thoracic Society (ATS), Tennessee Medical Association (TMA), American Federation of Clinical Research (AFCR), International Society of Hypertension in Blacks (ISHIB), Southeastern Lipid Association (SELA), Vascular Biology Working Group (VBWG), and the AHA Council on Arteriosclerosis, Thrombosis and Vascular biology.

Dr. Houston specializes in hypertension, lipid disorders, prevention, and treatment of cardiovascular diseases, nutrition, clinical age management and general internal medicine with an active clinical and research practice, as well as teaching responsibilities for Vanderbilt medical students, interns and residents.

He is presently Associate Clinical Professor of Medicine, Vanderbilt University School of Medicine and Director of the Hypertension Institute, Vascular Biology and the Life Extension Institute, Saint Thomas Medical Group, Saint Thomas Hospital and Health Services in Nashville, Tennessee. He is also Medical Director of Clinical Research, Section Chief of the Division of Nutrition, and Director of CME in the Hypertension Institute. He is staff physician of the Vascular Institute of Saint Thomas Hospital. He is a member of the AHA Council on Atherosclerosis, Thrombosis, and Vascular Biology and the ASH Nominating Committee. He was also selected as one of the top two physicians in the state of Tennessee in Anti-Aging Medicine in two books: BREAKTHROUGH and KNOCKOUT by Suzanne Somers.

In 2008, 2009, 2010, & 2011 the Consumer Research Council selected Dr. Houston as Outstanding Physician in Hypertension in the U.S. He was also voted by USA Today as one of the Most Influential Doctors in the U.S. in both Hypertension and Hyperlipidemia in two consecutive votes (May & November of 2009 and 2010).

**Anita Hays, PhD, R.N.
HCM Administrator**

Anita received her BSN from Murray State University, in Murray Kentucky. Anita graduated with honors and received her doctorate in Public Health from Walden University. Her nursing specialties include surgical intensive care and adult oncology. Anita has worked in the pharmaceutical industry in research and development, medical affairs and health outcomes since 1988. She joined the Hypertension Institute in 2014.

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Jonathan T. Cole, MSN, FNP

Jonathan T. Cole, MSN, FNP received his undergraduate degree with honors from Union University in Jackson, Tennessee. He then studied at Vanderbilt University and received his Master of Science in Nursing degree with high honors in 1996. He received the Hilliard and Nancy Travis Scholarship in Advanced Practice Nursing, and was a member of the Vanderbilt Honor Council. He is board certified as a Family Nurse Practitioner. He worked in West Tennessee in primary care medicine until moving to Nashville in 2001. He has been involved in the treatment of chronic disease throughout his career and has a special interest in the metabolic syndrome, hypertension, and diabetes.

Laurie Hays, BA, R.N., CCRC

Director of Clinical Services
Co-Director of Facial Rejuvenation Center
Associate Director of Clinical Research

Laurie Hays is a licensed registered nurse and has specialized in hypertension and its research since 1986. She graduated with honors from Belmont College and the University of Alabama. Following graduation in 1978, Laurie worked as charge nurse in the surgical intensive care unit at Vanderbilt University Medical Center. Her experience after the SICU has included work in the Cardiopulmonary Rehabilitation Center at Saint Thomas Hospital, Division of Clinical Pharmacology at Vanderbilt, Division of Cardiac Arrhythmia Research at Vanderbilt and the Hypertension Institute. Laurie is a member of the American Society of Hypertension, American Nutraceutical Association, and the Society for Bioidentical Hormone Therapy.

In addition to her work with Hypertension, Laurie has attended multiple national lectures and conferences on Bioidentical Hormone Therapy and is well educated on the treatment and management of hormone therapies. Laurie is Co-Director of the Facial Rejuvenation Center. Along with her knowledge of medical grade aesthetic skin care treatments; Laurie is certified in all injectables, including BOTOX and Juvaderm and PRP treatments. Laurie will tailor treatment options for you and help establish goals and expectations with your skin.

Sissy Denton, BSN, R.N.

Co-Director of Clinical Research
Co-Director of Facial Rejuvenation Center

Sissy joined Saint Thomas Medical Group in 2009. Sissy is a licensed registered nurse with a specialty in cardiovascular disease and clinical research. Since graduating from the University of Alabama in 1972, Sissy worked as a nurse with the Daughters of Charity System in intensive care, medical/surgical units, cardiopulmonary rehabilitation, and cardiac transplantation. Before joining our group in the summer of 2009, Sissy worked in the field of clinical research. Sissy is Co-Director of the Facial Rejuvenation Center, where they strive for inner and outer beauty. She can assist you with the latest advances in skin care, and is certified in PRP and administering all injectables.

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Dianne Sutter, LPN

Dianne brings more than 20 years of medical experience to Dr. Houston's patients. She served a staff nurse for Saint Thomas Hospital for 14 years (medical/surgical nursing). She was Clinic Nurse for the Tennessee School for the Blind for 7 years. She has phlebotomy experience from the American Red Cross. Dianne is a graduate of Austin Peay State University (B.A.) and the Area Technical School of Nursing (LPN).

Larissa Reyes, Medical Assistant

Larissa joined Saint Thomas Medical Group in 2004. Larissa is pursuing a career in the medical field. In addition, Larissa is fluent in Spanish.

Cindy Holmes, Medical Assistant

Cindy joined Saint Thomas Medical Group in 2015. Cindy has more than 23 years of experience as an MA in adult and pediatric medicine.

Randy Pendergrass, LSN, CSCS, LMT

Randy is both a Licensed Nutritionist and Licensed Massage Therapist. Randy's passion is helping people to learn how to feel better and energize their bodies through better nutrition and exercise. With over fifteen years of nutritional counseling experience, he can help you individualize a nutrition and exercise plan to assist you in reaching your health goals.

Lisa Moss, Senior Administrative Assistant/Medical Receptionist

Lisa joined Saint Thomas Medical Group in 2005. Lisa has worked as a receptionist/secretary for the past 20 years.

Bobbie Cothran, Medical Receptionist

Bobbie joined Saint Thomas Medical Group in 2015. Bobbie has worked in the medical field for 3 years as a medical receptionist.

Michele Hoyt, Registration

Michele joined Saint Thomas Medical Group in 2015. Michele works in our registration division and is the first employee you will meet when you enter our office.