



## **OFFICE POLICIES AND FINANCIAL AGREEMENT**

Dear New Patient,

Welcome to our clinic. We, the healthcare providers at 8 Hearts, look forward to working with you. We encourage your questions and participation in all aspects of your health care.

*Please read and initial the following:*

### **Fees**

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#### **Consultations**

- Homeopathic Initial Consultation (3 hours) \$360
- Naturopathic Initial Consultation (1.5 hour) \$180
- Energetic Healing Session initial (1 hour assessment + 45 minute consultation) \$180
- Energetic Healing Session (1 hour assessment + .5 hour consultation) \$140
- All follow up appointments-in person or phone (50 minutes) \$125

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#### **Telephone Calls and E-mails**

- A telephone call or E-mail should not replace a visit, and any call or correspondence that requires new instruction, case analysis, or prescription will be subject to a consultation charge. The fee is prorated according to the consultation time.
- There is no charge for phone calls with physicians under 5 minutes.
- The charge for more extensive phone conversations is \$30 per 15 minute increment.
- Please note-If you anticipate needing to speak with a physician for more than a brief 5 minute phone call, please call the office and schedule a 15 minute phone session.

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#### **Payment**

- Payment is due at the time of service for all consultations and phone calls. We accept cash, checks and credit cards.
- Phone consultations: We require a credit card number on file to be billed after each phone session.
- Returned checks: A \$35.00 processing fee is applicable for each returned check.

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#### **Insurance**

- If you request, we will provide super-bills that include the information and codes necessary for you to submit to your insurance company for reimbursement. Our office does not bill insurance providers for you or accept insurance assignment. Your insurance company may or may not cover the office visit fee and does not typically cover the cost of any natural medicines. Medicare and Medicaid do not authorize naturopathic physicians as providers.

- Our office is currently working to set up insurance billing, and will be available in the near future.

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**Cancellations**

- Kindly give 48 hours notice to cancel an appointment. If you do not give adequate notice, you will be charged a missed appointment fee of 50% of your scheduled appointment cost.

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**Late/Tardy Arrival for Appointment**

- If you arrive late for a scheduled appointment, you will be seen for the remaining time of the appointment only and will be charged 100% of the appointment fee.
- Arriving over 20 minutes late is considered a no show, resulting in a charge per the Cancellation Policy (see above) and will have to reschedule.

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**Natural Medicines**

- Once purchased, medicines cannot be returned. When we at 8 Hearts create a treatment plan, we consider therapies that are most appropriate to your case, and those that will help you achieve results as quickly and optimally as possible. However, if you have any financial limitations and budget concerns are restricting your ability to follow recommendations as laid out by your practitioner, please let us know. We will gladly work with you, to prioritize medications and treatment recommendations, as well as help you research more economical alternatives if needed.

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**Homeopathic Treatment Protocols**

- Each time you begin a new homeopathic remedy during your treatment with 8 Hearts, we request that you fill out and submit a 2 week progress report form (provided by our office). Once submitted, your 2 week progress report form will be reviewed by your physician. Unless urgent changes are required, your report will be kept in your file and discussed with you at your next scheduled follow up appointment.

I have read and understand the above-stated policies with 8 Hearts, LLC and will comply with them in all respects.

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Your Signature (parent or guardian if minor)

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Print your name (parent or guardian if minor & patient name)

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Date