

GENERAL OFFICE POLICY

Welcome to **Naturopathic Specialists, LLC** we look forward to working with you on your healthcare needs. This document contains important policy information that pertains specifically to you. Please read over the entire document, if you have any questions please feel free to ask an agent of Naturopathic Specialists.

appointments

We consider an appointment to be an agreement between you and our office. This is a busy practice and the physicians who work here take pride in helping each and every person. If for any reason you need to and do not cancel your appointment your physician becomes unable to provide service to another patient during your scheduled time. We are responsible to be onsite and provide our services, or to inform you otherwise; you are responsible for keeping the appointment or giving us a 24-business hours notice of cancellation for **established** patient appointments. Should you decide not to keep the appointment without giving the appropriate notice, you will be charged a cancellation fee of the full cost of the visit. This policy applies to treatment appointments as well. For **new** patient appointments we ask for a 48-business hour notice of cancelation and the fee will vary and is dependent on the length of your initial appointment, please ask a New Patient Coordinator for details. In order to enforce this we will be asking you for a credit card to hold your appointment. Your credit card will not be charged unless you miss your appointment without giving the proper cancellation notice. Please note that insurance companies do not reimburse for missed appointments.

_____ please initial

payment

Naturopathic Specialists requires payment in full at the time services are rendered. For your convenience we accept Check, Cash, Visa, Discover or MasterCard payments. There will be a \$40.00 fee for all returned checks.

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insurance

The physicians of Naturopathic Specialists are not recognized providers for any insurance companies nor do Naturopathic Specialists submit claims to insurance companies on your behalf. We will however, provide you with the information necessary for you to submit your claim to your insurance company. This does not insure any coverage from your insurance company.

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emergencies

If you have a true medical emergency or serious medical concern you are to call 911 immediately. If you have an urgent medical concern please call the office; if it is after regular business hours (9am to 5pm) please leave a message for your physician at Naturopathic Specialists at 480-990-1111 and someone will return you call the next business day, if you feel you cannot wait until the next business day it is your responsibility to seek the appropriate medical care.

_____ please initial

I have read this document completely and I understand and agree with all of its contents demonstrated by my signature below.

Patient Signature _____ Date _____

Printed Name _____



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