

FINANCIAL POLICY

PAYMENT IS DUE WHEN SERVICES ARE RENDERED

CHECK-IN AND PAYMENT PROCEDURES

Please check in at the front office prior to each appointment. Make yourself at home in our reception area, and Dr. Clark will let you know when he is ready to see you. At the end of your appointment, proceed to the front office where you will be handed a "service summary" (itemized bill). We accept cash, check, MC, VISA, or Discover. It will be returned to you as your receipt.

INSURANCE

Insurance companies may have specific policies or riders that cover naturopathic services. It is the patient's responsibility to ascertain this. Health Insurance Claim Forms are available at request. Please request a service summary with CPT codes directly from Dr. Clark during your appointment. This will allow you to get reimbursed directly. However it does not guarantee reimbursement. The office of Steve Clark, N.D. will not bill insurance directly. We don't have the staffing and do not charge enough to accommodate insurance billing. Therefore there can be a waiting period to get these forms. If information beyond a coded bill is requested, *we will charge our regular doctor billing rate to process those requests.*

PHONE CONVERSATIONS

If you are calling for verification or questions regarding a recent visit there will be no charge for the doctor's time. Patients calling regarding new conditions, acute conditions, or expanded conversations will be charged according to the regular fee schedule. If you are unsure whether or not there will be a charge for the doctor's time, please ask. Phone appointments are available as a convenience for those who live a significant distance from the office, or who have trouble getting around. They are scheduled in the appointment book and are billed just like a regular in-office appointment. We add extra time after the phone discussion ends, which will equal the amount of time it takes to clarify your notes and prepare and ship medicinary items, lab kits, etc. Out of state prescriptions will be considered on a case by case basis, as will shipping supplements internationally.

MEDICINARY

We are unable to dispense any medicinary items without payment. We ask that you please plan ahead in re-filling your medicines. Advance notice will help the doctor manage his time in preparing your homeopathic and tincture remedies. The administrator will not dispense new medicinary items for patients without the doctor's approval so please do not assume she will be able to assist you or that the doctor will be available to do the re-fills if you stop by the office without calling ahead. We change our supplement prices according to what we are charged. All Supplement prices are subject to change.

RETURN POLICY

Under no condition will tinctures, homeopathic products or special orders be returned. These items are individualized for you and are unable to be resold. Therefore the sale is final. For other supplements: you can return UNOPENED products within 30 days of purchase with receipt, for refund or exchange. And only if the product was properly taken care of i.e. Probiotics and other heat sensitive products were kept refrigerated. We reserve the right to determine if a product is re-sellable and eligible for refund/exchange. You have one year from purchase date of a test kit to get a full refund.

LABS

Under no circumstances will labs be sent out without payment first. Please be prepared to pay for your lab work the day it is performed. We change our test prices according to what we are charged. Test prices are subject to change without notice.

CANCELLATION POLICY

Significant amounts of time are needed to determine a patient’s condition so specific times are reserved for you for this purpose. Please be courteous and give us 24 hours notice if you are unable to make your appointment. This allows us to help as many patients as possible. We understand that occasional emergencies and illnesses occur resulting in missed appointments. *We do, however, reserve the right to charge for repetitive missed appointments without appropriate notice.* The charge for missed appointments will start at \$50, although we reserve the right to increase this rate based on the length of missed appointments and number of appointments missed., not to exceed \$100.

REVIEW OF RECORDS

If you are able to obtain copies of past lab results, please bring them to your first appointment as that will make your time with the doctor much more efficient. *In the event that you have an extensive history of health issues that requires a significant amount of the doctor’s time to review (e.g. 15 minutes or longer), his time will be billed accordingly on your next service summary.*

SPECIAL ORDERS

If you request a special medicinary item (i.e. something we do not typically carry), we will be happy to try to obtain this for you. Please make sure to give us plenty of advance notice, and be prepared to pay up front. *We will not reimburse you for something you ask us to special order and then decide you do not want.*

Returned Check Fee and Late Payment.

There will be a returned check fee of \$30. If for some reason you are late in payment or other “disruptions or delays” in payment, there will be an additional 10% added to the monthly balance. Steve Clark N.D. does not accept payment plans.

I have read and understand the above financial policy.

Patient Signature

Date

If you are a minor, or if you are being represented by another party:

Representative (Printed)

Representative Signature

Date

Description of authority of person acting on behalf of the patient:_____

SAMPLE SCHEDULE OF FEES AND SERVICES

Phone and in of fice appointment

New Patient and Established Patient Visits:

You have the right to end the first appointment w/in 15 minute, No charge

15 mins.	\$ 50.00
30 mins.	\$ 100.00
45 mins.	\$ 150.00
60 mins.	\$ 200.00
90 mins.	\$ 300.00