



## **Financial Policy**

Thank you for choosing Family Clinic of Natural Medicine. We are committed to doing all we can to make your treatment successful. The following is a statement of our financial policy, which we would like you to read and sign prior to treatment, so that misunderstanding or frustrations may not occur in regards to your bill.

**Payment is due in full at the time of service.** Visa/Master Card/Discover is accepted as well as personal check or cash.

### **EMAIL POLICY**

Our goal is to be accessible to our patients, while not overburdening our doctors. For needed correspondence with your doctor, please send emails via our HIPAA-compliant patient portal (Optimantra.com). We try to respond to emails within 2-3 business days of receiving. If you have an urgent need, or have general questions for the office staff (such as ordering supplements, bill questions, labs, etc.) please contact the clinic by phone (608-222-2700) during office hours.

**Emails that require a response from the doctor will be charged a rate of \$3 per minute.** This would include questions regarding new information that you are giving us or if you have changes in your health and would like feedback. This nominal fee covers the doctors time in researching, thoughtfully considering and responding to your questions, and recording the details in your medical chart. There is no charge for clarification of doctor recommendations, giving your doctor requested information, or for letting the doctor know about health updates that you will be discussing at your next appointment.

### **APPOINTMENT MODIFICATIONS/CANCELLATIONS**

We require at least a 24-hour notice for all cancellations. We charge a \$60 cancellation fee for appointments cancelled with less than 24-hour notice.

\*IV appointment cancellations will vary depending on nutrients