



Achieve Optimal Health

### Patient Policies

*Our goal is to provide thorough, professional and compassionate primary and adjunctive care for all of our patients, naturally.*

#### Appointments:

- If you are unable to make your appointment, please give our office **24 hours notice** so that we may give another patient that appointment.
- Patients that "No Show" will be assessed a **\$75 "NO SHOW" Fee**. Patients that do not cancel at least a full 24 hours before their appointment will be assessed a **"LATE CANCELLATION" Fee of \$45**.
- After two Late Cancels or No Shows, we require patients to comply with our Attendance Agreement.
- **Appointment confirmation calls/texts are a courtesy provided to you, but are not a requirement from SNC.**  
**In the event you do not receive a confirmation call/text, you are still responsible to give proper notice to cancel an appointment.**
- SNC has a strict late policy for our appointments. For 30 minute appointments, should a patient arrive 10 minutes into their appointment time, they will need to reschedule for a new time and/or day. For a 15 minute appointment, should a patient arrive 5 minutes into their appointment time, they will have to reschedule for new time and/or day.

#### Payment:

- **It is your responsibility to ensure, at least 24 hours prior to the visit, that your insurance plan covers the specific services you request (acupuncture, naturopathy, massage, etc.) and your specific provider.**
- If your insurance company denies your claim or requires that you be billed for the balance of a bill, you will be fully responsible for that bill. Billing and bookkeeping require additional clinic resources; once an insurance company has been billed on your behalf, there will be no discount on the balance for which you are responsible.
- If you are not using insurance to pay for your visit, payment is due at the time services are rendered. A day of service discount for avoidance of billing and bookkeeping services will be offered if charges are paid in full on the date the services were rendered.
- We are not responsible for determining eligibility for benefits or for assisting you with collecting insurance benefits and have no responsibility to correspond with or telephone or email any insurer with which we are an out-of-network provider.
- We do NOT accept Medicare or Medicaid plans (including supplemental plans). The patient is responsible for all charges.
- Returned checks for non-sufficient funds incur a **\$45 charge**.
- Balances left on your account over 180 days will be sent to collections.
- Products that are unopened and in resalable condition may be returned for credit against future purchases **at our sole discretion**. This does not include special order items.

#### Labwork

- Office visits and lab work are assessed separately.
- Conventional labs are processed by Quest Diagnostics. SNC sends your specimen along with a copy of your insurance that we have on file each time we draw labs in our clinic. Quest will process all insurance-billing for labs and they will be covered according to your specific insurance plan. If you have any questions on specific insurance coverage please contact your insurance. If you have questions on your lab bill please contact Quest Diagnostics at 866-697-8378. SNC does not handle any part of the billing of Quest labs. Non-insured patients will receive a negotiated price for labs which is due at time of service--this will be collected here at SNC.
- Blood draws can be scheduled with our Medical Assistant, however, **Kaiser Core/HMO patients** must have their blood drawn at Kaiser in order to utilize their insurance benefits.

#### Prescription Refills

- Please contact your pharmacy directly when you are in need of a refill. Your pharmacy will send us the refill request for authorization and we will send it back within 48-72 business hours.
- If you are in need of an appointment or updated labwork, we will either contact you or note it on your prescription.
- All patients need a re-evaluation appointment at least once a year. If patient is having symptoms or dose has changed, re-evaluation appointment or labs may be due sooner. When labwork or re-evaluation appointments are due, we are only able to refill for 30 days. If you prefer a 90 day supply, be sure to plan ahead for labwork and appointments.
- Labwork requires a physician visit to be ordered.

#### Records Release:

- An authorization form is required.
- You will receive a copy of your specialty labs at your follow up appointment.

#### Phone Calls:

- Administrative staff strives to return all patient calls within 48 hours for non-emergent concerns.
- SNC medical staff strive to return all non-emergent calls within 72 business hours.
- You can e-mail your detailed questions or comments to [info@snohomishnaturopathic.com](mailto:info@snohomishnaturopathic.com).

Can we leave a detailed message on your voice mail?      YES      NO

Please list phone number's we are authorized to leave voice mail on \_\_\_\_\_

I have read, understand and agree to abide by the Snohomish Naturopathic Clinic patient policies.

\_\_\_\_\_  
Patient Name

\_\_\_\_\_  
Signature of Responsible Party

\_\_\_\_\_  
Date