



## General Office Policy

Welcome to the Women's Health and Healing Center! We are dedicated to improving the health and wellbeing of women and their loved ones. This document contains important policy information. Please read over the entire document, if you have any questions please feel free to call the Women's Health and Healing Center at 928-515-2363.

### Appointments

We consider an appointment to be an agreement between you and our office. This is a busy practice and the physician takes pride in seeing every person as close to their scheduled time as possible.

- We are responsible to be onsite and provide our services, or to inform you otherwise.
- You are responsible for keeping the appointment and being on time or giving us a 24-business hours notice of cancellation.

Should you decide not to keep the appointment without giving the appropriate notice, you will be charged an \$85.00 cancellation fee. 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 at least a 24-business hour cancellation.

### Payment

The Women's Health and Healing Center requires payment in full at the time services are rendered.

For your convenience we accept cash, Visa or MasterCard and Discover payments.

**Health Savings Accounts (HSAs):** You can use HSA funds to pay for the services provided by the Women's Health and Healing Center. We can process HSA debit cards.

**Medical Flexible Spending Plans:** You can use Flex funds to pay for services provided by Women's Health and Healing Center. We are happy to provide duplicate receipts for your convenience, if needed. Just ask when you check out.

### Insurance

We will provide you with a form (CMS-1500) for you to submit your claim to your insurance company. Your insurance company will then reimburse you whatever amount they allow for services provided by an "out of network" physician. Please note that not all health insurance policies include coverage for services provided by naturopathic physicians.

If your health insurance plan has an individual and/or family out-of-pocket deductible, the fees you pay the Women's Health and Healing Center for services should count towards these deductibles with submittal of the receipt provided by us. It's always a good idea to

verify that your particular insurance plan accepts services provided by naturopathic physicians. Medicare does not cover naturopathic medical doctors.

Dr. Hamilton is not a recognized provider for any insurance company and the Women's Health and Healing Center does not submit claims to insurance companies.

### 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 Dr. Hamilton and she will return you call the next business day, if you feel you can not wait until the next business day it is your responsibility to seek the appropriate medical care.

### Patient Decorum Policy

The Women's Health and Healing Center reserves the right to terminate treatment for any violation of appropriate patient decorum. This may include, but is not limited to: violent, aggressive, or threatening behavior towards a member of our healing team or another patient; repeated dishonesty, lying, or misleading information being presented as truth, failure to regularly follow the directions and recommendations of our healing team, repeated late cancellation or no shows, failure to pay balance in full at time of visit, inappropriate sexual misconduct, spousal abuse, child abuse, arriving to our center intoxicated, or inappropriately soliciting team members or staff.

### Financial Hardship Policy

We will make every effort to ensure continuity of care by creating payment arrangements for every established patient who encounters financial hardship, particularly in the case of children.

### Children of Divorced Parents Policy

When a child of divorced parents is seen in our center or a parent consults with one of our physicians via telephone, payment will be expected from whichever parent schedules the child's visit and accompanies the child to the visit. At no time will we bill ex-spouses or parents who are not present during the medical visit, unless they have previously authorized payment with our office in writing or verbally over the phone via credit card. If one parent has full custody (or there is another appointed guardian), please be aware that we will require authorization from said parent/guardian to treat and/or discuss the child's case with the parent (family) who does not have custody rights during that time. Thank you for understanding our legal duty.

By signing this document I am acknowledging that I have read and understand the General Office Policy of the Women's Health and Healing Center and accept it's contents.

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Patient's Signature

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Date

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Printed Name