

Office Policies: Patient visit times are available by appointment. Office hours are Monday, Tuesday and Thursday 10-5, and later on those days by appointment only. It is not routine for us to be in the office on Wednesday and Friday, and hours on those days are by appointment only.

New Patient Information: Upon making your first appointment you will be asked to complete a comprehensive health history questionnaire. This may be mailed to you if time permits or downloaded from our website. If time does not permit of completion of paperwork, we will ask you to arrive 30 minutes early to your first appointment. Your first visit will include a discussion of your priorities and expectations as well as a review of your health history. You will receive an introduction to our treatment methods and an initial treatment plan. The doctor may do a brief physical exam at your first visit, if it is indicated. We request that you bring any lab work or diagnostic results from testing you may have had in the past year. If you are unable to do so, we may request this information from your current or previous health care providers. A new patient visit will last 60-90 minutes. We ask for a \$50 nonrefundable deposit to book your initial appointment which will be credited towards your first visit. If you need to reschedule, we require 48-hour notice and your deposit will transfer. Dr Picard is not a Primary Care Physician. You are advised to maintain a relationship with your primary care while under Dr. Picard's care. Our clinic does not provide urgent or emergency calls; if an urgent situation arises please be seen and evaluated, then contact us for a naturopathic plan.

Return visits: All follow up visits will include a history of your progress and pertinent physical as well as a modified treatment plan if required. Typical follow-up visits last 30-45 minutes but may vary based on the complexity of issues being addressed.

Remote Consultations: If you are unable to make it to our office, we would be happy to consult with you on the phone, by facetime or skype once an initial relationship has been established. The patient is responsible for calling us at scheduled appointment time. Phone consults are billed on the same scale as an office visit. Remote consults will not be conducted while the patient is driving. Acute pediatric visits should happen in person, otherwise the patient's primary or urgent care should be consulted, and complimentary care can be provided remotely.

Fees:

Visits: Regular visits are based on a fee of \$180/hr. Homeopathics and supplements are billed separately.

Bowen Treatments: Bowen treatments are \$100 each. A typical Bowen treatment lasts about 45-60 minutes.

New Patient: initial 90 minute consultation fee is \$270. Shorter visits will be prorated based on time spent with patient.

Functional Test: All functional tests ordered through our office include a flat processing fee of \$30, to cover time spent on administration, analysis and review. We do not mark up the tests to a retail price as many offices do. Results will be released to patient or patients' parent or guardian once they have been discussed at a follow up consult. This allows for better understanding of the result's implication for the patient's health and their treatment moving forward.

Records Review: If you have a long standing, chronic illness with significant documentation to be reviewed, you will be billed for the doctor's time at her hourly rate for records review.

Appointment Cancellation: Missed or cancelled appointments with less than 24 hours notice will be charged a \$50 non-refundable missed appointment fee. A credit card must be on file when you book an appointment and will be charged if you miss your scheduled appointment with less than 24 hours notice. *Reminder calls are made only as a courtesy. If a message is left but not received, or we are unable to leave a message (the machine is full, wrong number, no answer, etc.) you are still responsible for this fee. This fee must be paid prior to additional visits being scheduled.*

Lab Work: We have a relationship with Eastside Clinical Labs for direct pay lab work for indicated assessment that may not be ordered by your primary care doctor or covered by insurance.

Questions about your treatment: We understand that you may have questions or need reminders about your treatment, and we are happy to correspond or speak with you about your treatment. If you have a new concern or have gone longer than six weeks without a visit to our clinic, we will need you to schedule an appointment or phone consultation to discuss your concerns. If you call or e-mail regarding a new or acute condition, you will be billed for the doctor's time at her hourly rate.

Payment: We currently accept cash, checks, Master Card, Visa and Discover as payment and we do require payment at the time of your visit. A credit card must be on file in order for us to ship products. Returned checks will incur a fee of \$35. A credit card number will be requested prior to any shipment of remedies or supplements. If a patient has an outstanding balance that is over 60 days old and has not made arrangements for a payment plan, the outstanding balance will need to be paid in full prior to booking another appointment. Services may be allowable expenses for flex-spending or H.S.A. accounts. It is the patient's responsibility to know their own plan's rules in this regard. We are happy to provide documentation as necessary to your insurance provider.

Insurance Reimbursement: We are unable to bill insurance at this time, however, some of our patients send requests for reimbursement to their insurance companies and are partially reimbursed. We are happy to provide information and receipts to facilitate this process for you.

Fragrance Free Office: We kindly ask you to refrain from wearing perfume or strong fragrances in consideration of our chemically-sensitive patients when you come for your appointment.

Medicinary items are non-returnable: Please understand that once a product leaves our office, we have no way of knowing what environmental conditions it has been in and cannot guarantee its clinical efficacy, therefore, we would be unable to resell it in good conscience.

We thank you for your understanding of these policies.

The undersigned accepts and agrees to the above policies.

Signature _____ Print: _____ Date: _____