

Camden Whole Health Naturopathic Doctor's 2018 Policy Updates

The naturopathic doctors (NDs) who practice at Camden Whole Health have independent, stand-alone businesses but partner in the shared overhead and management of the front desk and naturopathic/Chinese pharmacy. The clinic front desk staff only work with the ND's in the clinic and do not work for any other building practitioners.

Please read the following updated policies and sign and date this form stating that you agree to these clinic policies. You are welcome to request a copy of this form.

Financial Responsibilities: Please request a copy of each doctor's posted rates and billing of insurance policies as they vary. Unless otherwise stated on the individual doctor's billing policy form, patients are responsible for payment on the day of service, both for uncovered services and uncovered lab fees. Patients agree to pay finance charges on bills that are not paid within 90 days. Patients agree to request any modification to this and previously signed financial agreements, in writing, prior to the visit with their ND.

HIPPA Compliance: Patients are invited to request a copy of the complete HIPPA compliance and privacy policy document or a copy of the more detailed form they signed as a new patient. By signing below, patients continue to agree to our policies in regard to maintaining your privacy and consent to treat. Patients agree that if they are seeing more than one ND at Camden Whole Health, that a shared chart may be used unless they provide, in writing, notice of withdrawal of consent.

Missed Appointment Policy and Fee:

It is the patient's responsibility to remember when their next appointment is scheduled. We will make every effort to remind patients of up-coming appointments with reminder calls or texts.

We charge a \$50 fee for missed appointments. Not showing up for an appointment or canceling an appointment with less than 24-hours notice is considered a missed appointment. If a patient frequently misses appointments, we may request that they pay a non-refundable deposit for their next scheduled appointment. If a new patient has missed a first appointment, they will be charged a non-refundable deposit of half the usual rate when rescheduling. We reserve the right to discontinue care with written notice if a patient misses appointments frequently.

Fragrance and Scent Policy

Due to patient and staff allergies to scents, fragrances, perfumes and others smells, we request that you refrain from wearing perfume, cologne, as well as essential oils, especially patchouli, or strongly-scented beauty products when coming into the clinic.

Supplements must be paid for at the time of purchase. There are no exceptions to this. When shipping phone orders, your products will not ship without prior payment.

We offer a full refund on unopened, unexpired products purchased within the prior 90 days that have more than 90 days until expiration. We do not offer refunds on opened products.

Pharmacy and Front Desk Hours

The pharmacy and front desk are open from 9-5 Monday-Friday.

Ordering Supplements By Phone

You may order supplements by calling our main number (230-1131) and pressing #2 to leave a message. Please provide your name, the supplement you want to purchase, whether you want a large or small bottle (if available), a phone number and email address for questions. Our staff will contact you for payment information if you want items shipped, or will hold them in the clinic for pick up. You will be notified when all your products are ready for pick up. You can also email orders to Kristin at camdenwholehealth@gmail.com. If you do not receive a response, please call. In addition, you may sign-up for online ordering through our portals with Wellevate and Thorne by going to the pharmacy page on the website.

Billing Questions

For questions about insurance, bills received from our office, payment plans or hardship waiver questions, please contact Julie Allen, our bookkeeper, by calling the main phone number (230-1131) and pressing #3 or emailing her at camdenwholehealth1@gmail.com. She is in the office Tuesday-Thursday. For questions regarding bills and explanation of benefits from Mercy, Genova or another lab, please contact Kristin by calling our main number (230-1131) or by emailing her at camdenwholehealth@gmail.com.