

# Eclectic Naturopathic Medical Center, LLC

Kathleen M. Riley, ND

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## Office Policies

As of January, 2013

### Office Hours

Monday & Friday, 8:00 AM ~ 2:00 PM

Tuesday 10:00AM ~ 6:00AM & Thursday, 10:00 AM ~ 4:00 PM

The office is closed on Wednesdays. Saturday office hours vary per month.

### Payments

- Payment is expected at time of service.
- We accept cash, check, American Express, Discover, MasterCard, and Visa. We will hold your check until payday. One or more of these options used concurrently should satisfy everyone's cash flow issues.
- Please note, a fee of \$30.00 will add to the account for **bounced checks**. Restitution of the check and the fee must be paid in full within the 5 business days of notification.
- Supplements are not included in the cost of the appointment. Any supplements purchased from the Doctor's must be paid for at time of the appointment or ordered.

**Only unopened non-expired supplements can be returned.  
All returns must be received within 60 days from day of purchase.**

### Accounts

- Any accounts delinquent for 90 days will be sent to a Collection Agency, unless a payment plan has been set up in writing with the Office Manager and a set amount is received each month continuously until the balance is paid in full. If the payment agreement is not maintained consistently, the account will be forwarded to collection.
- Any accounts with an outstanding balance that is more than 30 days old will be charged a nominal interest rate of 4% per month for every part of a month that there remains a balance on the account.

### Red Flag Rule

- Going forward we will be requesting a copy of your drivers license or a Photo ID before initial and yearly visit. A Parent or guardian of a minor will be required to show an ID. No service will be provided without proper identification.
- This is in compliance with **The Red Flags Rules from the Federal Trade Commission** to help prevent identity and insurance theft.

### Insurance

- In the interest of keeping our fees as low as possible, we are not set up to handle the increasing demands and rising costs of maintaining submissions to insurance carriers.
- **Please let the staff know at checkout time if you are submitting to insurance so they will generate a separate invoice from the supplements purchased.**
- Patients are responsible for all charges accrued at time of appointment. Your insurance carrier may not cover the entire cost of services provided.

### Invoice Copies

- If you need a copy of your invoice to submit to your insurance company, taxes, or for legal reasons please ask at the time of visit or a .45 cent fee for each copy will be collected.
- We also encourage you to keep you invoices in an organized file, as researching accounts is labor intensive, therefore we will need to charge you.

### HIPPA

- As a new patient you are required to review the information on the current HIPPA guidelines.
- Patients over the age of eighteen, who wish to share medical information with other members of their family or legal guardian, are required to fill out a permission form.
- Parents of patients over eighteen should recognize that this is a HIPPA requirement.

### Lab Charges

- Charges for lab tests are based on the company pricing that is analyzing the test.
- If we give you a lab kit along with instructions for collecting samples, payment must be included when you mail the kit.
- A small procedural fee is charged for some labs, and you will be informed of any additional charges by invoice or at the time of your visit.

### Lab Charges continue

- Processing time varies per lab test, simple blood tests can take 3-5 business days, where as test kits can take up to 2-3 weeks. Remember mailing time is included in the process.
- Plan to set up your follow-up appointment based on the above suggested time line.

### Appointments

- Call the office at least two weeks in advance to schedule your appointment.

### Cancelled Appointments

- Since we set aside a significant amount of time for our patients, we request that you cancel at least 48 hours of business days, in advance in order not to be charged a \$50.00 fee for the missed appointment. If you are canceling a Monday appointment, you must cancel the previous Friday by 10:00 AM. While we understand that there are emergency situations that come up occasionally, we reserve the right to charge for repeat last minute appointment cancellations or no-shows.
- There are often patients waiting for appointments and short notice does not give others opportunity to come.

### New Patient Appointments

- Due to the number of prospective new patients wanting to see the Doctors and the limitations of time constraints, we are asking all prospective new patients to place a non-refundable deposit of \$50.00, via credit card or send a check made out to ENMC, LLC. (Check deposits should be received with in 4 business days of making the appointment or the appointment will be rescheduled).
- The deposit of \$50.00 will serve as a partial payment on the charge of \$190.00 for the first visit.
- IF you need reschedule your initial appointment and notify us in less than 2 business days you will be asked to send in an additional \$50.00 deposit. IF you cancel and do not wish to reschedule, your deposit(s) will not be refunded to you.

### Fee Structure

We have kept our fees low because we believe that everyone deserves health. (Bowen, Hydrotherapy, Diathermy, Food Testing, and Nutritional programs are billed separately. The fee structure is as follows:

- First office visit (55-60 minutes) \$ 190.00
- Return office visit (15-30 minutes) \$ 87.00
- If additional time is accrued during the appointment due to an additional diagnosis, the patient will be billed accordingly).

### Senior Discount

- We do offer a 10% senior discount for patients over 60 years old, on services and supplements that are paid by **cash or check only**. No discount is given on payments by BankCards.

### Patient Active Status

- In order to insure proper patient care and appropriateness of any supplements purchased from the office, this office requires a minimum of one 25-minute office visit per year.
- One office visit is acceptable providing there have been no significant health changes within that time period to remain an active patient. **Inactive patients cannot purchase supplements.**

### Patient Responsibility

- **It is the patient's responsibility to advise this office immediately if there are any major problems or changes to their health i.e. starting or discontinuing a prescription drug or anticipating surgery.**
- **This will allow proper adjustments to insure compatibility of previously prescribed supplements with the new prescription or current medical condition.**

### Pharmacy Mail and Phone Orders

- Mail/Phone orders requests are to be paid at the time of order. We ship orders from the Newington office via the US Postal Service.
- The cost of shipping is the postage based on the weight of the package and the shipping destination, plus a \$3.00 handling fee.
- Orders are usually filled and shipped within 3 business days of placement of the order. If an item requested is out of stock, we will note it on the invoice.
- Any patient with items on back order will be contacted once it arrives to determine if you would like the items shipped and the payment information. Shipping charges do apply to back-order items, unless you meet the criteria for free shipping. Most back ordered items are filled with in 10-15 days.
- Please plan on ordering your supplements **at least** 2 weeks before running out to be safe. We do occasionally ship via UPS; their rates are significantly higher than the Post Office and are not our first choice. If you choose UPS, you will be billed separately.
- Requests for Next-Day mail delivery will be at the expense of the Patient and will be billed separately. Any request must be made by Noon the day before.
- Orders are also available for pick-up during normal office hours in Newington.

### **Free Shipping**

- As of August 2010 the free shipping qualifications were adjusted to only prepaid orders of \$150.00, under 5lbs and in postal zones 1 & 2. All other zones and packages under \$150.00 will be charged the current postage plus a \$3.00 handling fee. Senior's who wish to pay by check can either pay ahead of time to avoid shipping charges or pay by mail with shipping charges.

### **Purchasing Direct**

You can either go online or call directly to the following vendors:

- [www.emersonecologics.com](http://www.emersonecologics.com) use the code "RILEY" and the zip code is "06111." (Emerson carries most products that we carry) or call 1-800-654-4432.
- [www.vitalnutrients.net](http://www.vitalnutrients.net) or call 1-888-328-9992.
- DaVinci labs can only be access through our web site. [www.kathleenrileynd.com](http://www.kathleenrileynd.com)
- Note: Not all supplements are available; each Company has their own shipping and handling charges.

### **Phone messages for the Doctor at the office**

- When leaving messages for the either of the Doctor's, remember to state their name and leave your full name, phone number with area code.
- Please be specific as to your medical concern and allow time for the Doctor to review your chart.
- The Doctor may be able to have one of the staff call you back with the information that is requested. Vague questions delay response time.

### **Emergency Services**

- If you are having a medical emergency, call **911**.
- The after hours service is for emergencies only.
- If your emergency requires a response time that is less than 2 hours, you should consider going to the ER; you are responsible for correctly assessing the situation.
- The Doctor on call may take up to 4 hours to return your call.
- The emergency after hours phone number is 860-202-5350.

### **Non-Emergency After Hours Calls**

- Contact of the Doctor after hours for non-emergencies will be charged the phone consultation rates.
- Frequent calling after hours for situations that are not true emergencies will also be charged a consultation fee.
- Phone consultation fees are not insurance reimbursable.

### **Phone Consultations**

- Phone consults are available and are treated as a paid service.
- The phone consultations are usually scheduled in the evening according to the doctor's schedule and run in 15-20 minute increments.
- Any lab work or reports you want the Doctor to review must be faxed to the office at least 2 days prior to the appointment.
- Charges are calculated by time spent on the phone with the Doctor.
- If you have scheduled a phone consult, make sure you give the office the correct phone number for Doctor's to call.
- Dr. Riley & Dr. Cicero try to end appointments on time, however they may run over. If you have a lot of questions consider scheduling a longer time.

### **Cell Phones**

- **Phones should be off during your appointment.**
- We also ask that you silent your phone in the waiting room.
- The Doctor's have a policy of leaving the room if you take a call during an office visit. She will go on to the next patient and will return after the next patient's office visit is finished.

### **Email**

- Email is not checked daily, if you do choose to e-mail information, please notify the office by phone that you have sent an e-mail and what the subject line is.
- The Doctor would prefer that you call, mail or fax the information, at this time.

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Thank you for being a part of the Eclectic Naturopathic Medical Center, we appreciate your continued support and we look forward to being a partner in your natural health care.

## Additional Notes and Information

Eclectic Naturopathic Medical Center, LLC  
2434 Berlin Turnpike#18 ~ Newington, CT 06111  
Located in the rear of the O'Neil Plaza