

Eclectic Naturopathic Medical Center, LLC

Kathleen M. Riley, ND

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Office Policies ~ As of September 1, 2020

Office Hours

Monday & Tuesday, 9:00 AM ~ 5:00 PM

Wednesday, CLOSED

Thursday & Friday, 9:00 AM ~ 2:00 PM

Saturday, office hours vary per month.

Payments

- Patients regardless of Insurance status must sign a financial statement. Patients are ultimately responsible for their account for professional services rendered and for any supplements at time of service or order.
- 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 be added 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.

All supplements are non-returnable and non-refundable.

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 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 account with an outstanding balance that is more than 30 days old will be charged a service charge of 1.5%, 18% APR. It will be added to all overdue accounts until the balance is paid off.

Red Flag Rule

- We require a copy of your driver's license or a Photo ID before initial and yearly visits. 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, we encourage you to call your insurance company with any questions regarding coverage of Dr. Riley's services.

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 .65 cent fee for each copy will be collected.
- We encourage you to keep your invoices in an organized file, as researching accounts is labor intensive, therefore we will need to charge you.

HIPAA

- As a new patient you are required to review the information on current HIPAA guidelines.
- Patients over the age of eighteen, who wish to share medical information with other members of their family including legal guardians, are **required** to fill out a permission form.
- Parents of patients over eighteen should recognize that **this is a federal 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.
- **Processing time varies per lab test, simple blood tests can take 3-5 business days, whereas 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 timeline.

Appointments

- Call the office at least 2-4 weeks in advance to schedule your appointment.

- Lab work, reports, and imaging must be in the office at least 2 business days prior to the appointment.

Cancelled Appointments

- We set aside a significant amount of time for our patients, and we request that you cancel at least 2 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 by the previous Friday by 10:00 AM. 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 the opportunity to speak with Dr. Riley.

New Patient Appointments

- Due to the number of prospective new patients wanting to see the Doctor 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 within 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 \$205.00 for the first visit.
- If you need to 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.**
- Any lab work, reports and New Patient Forms must be in the office at least 2 business days prior to the appointment.

Fee Structure

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

- First office visit (55-60 minutes) \$ 205.00
- Return office visit (15-30 minutes) \$ 96.00
- If additional time is accrued during the appointment, the patient will be billed accordingly.

Senior Discount

- We offer a 10% senior discount for patients over the age of 60, 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 ensure proper patient care and appropriateness of any supplements purchased from the office, this office requires a minimum of one 30-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.**
- **It is the patient's responsibility to advise this office immediately if there are any changes of billing/shipping address or any contact information.**

Pharmacy Mail and Phone Orders

- Mail/Phone order 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 3-5 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 backorder will be contacted once it arrives to determine if you would like the items shipped and to obtain payment information. Shipping charges do apply to back-order items, unless you meet the criteria for free shipping. Most back ordered items are filled within 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

- If the patient lives in **CT, MA, VT, NH, ME, RI, NY, NJ** and their shipment is \$150 after any discount they qualify for FREE Shipping. If the order is over \$150 and the patient does not live in any of the States listed above they need to be charged shipping accordingly.
- If the order is under \$150 the patient pays for shipping + \$3 handling fee. If the order is over \$150 and the patient lives in one of the states listed above they only pay for the

insurance. If the patient does not live in one of the states listed above they pay for shipping + \$3 Handling fee + insurance on the package.

Purchasing Direct

You can either call our office or see our website for the current information on how to purchase directly from the company.

- Note: Not all supplements are available; each Company has their own shipping and handling charges.
- We do not recommend searching the internet for other avenues to purchase supplements.

Phone messages for the Doctor at the office

- When leaving messages for the Doctor, remember to state your full name and 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 will return your call as soon as they are able to.
- The emergency after hours phone number is 860-466-9316.
- A call over 5 minutes will be charged a minimum \$20.00 fee. The fee will be based on the length of the call. All calls between 11pm and 7am are charged a minimum of \$20.00
- Fee Schedule for the on call phone:

	Calls 7am- 11pm	Calls 11pm- 7am
0-5 minutes	No charge	\$20.00
6-10 minutes	\$25.00	\$35.00
11-20 minutes	\$40.00	\$55.00
21-30 minutes	\$60.00	\$75.00

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/ TeleHealth Consults

- Phone consults are available and are treated as a paid service.
- Any lab work or reports you want the Doctor to review must be faxed to the office at least 2 business days prior to the appointment.
- Charges are calculated by time spent on the phone with the Doctor.
- If you have scheduled a phone consultation, make sure you give the office the correct phone number for the Doctor to call.
- Dr. Riley tries to end appointments on time, however they may run over. If you have a lot of questions consider scheduling a longer time.
- Please be sure to answer the phone during your scheduled time even if the number does not match our normal office line.

Cell Phones

- **Phones should be off during your appointment.**
- We also ask that you silent your phone in the waiting room.
- The Doctor has 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 your email address is. Please **put "Patient" in the subject line** and make sure your name and phone number is in the email.
- The Doctor would prefer that you call, mail or fax the information. Email is not HIPAA compliant.

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.