



## OFFICE POLICIES

Welcome! Thank you for selecting Sacramento Naturopathic Medical Center/ Diabetes Natural Path Center for your health care needs. Please take a few moments and familiarize yourself with our policies.

### Office Hours

Monday, Tuesday, Thursday, Friday: 8am to 5pm • Wednesday: 8am - 8pm  
B12 Happy Hour: Tuesday 3:00-4:00pm

### Payment Policy

Payment is required at the time of service unless other arrangements have been previously made. For your convenience, we accept cash, personal checks, MasterCard, Visa debit/credit, American Express & Discover.

### Insurance

We do not bill insurance companies directly, but upon your request, we can provide a "Superbill" that you can submit to your insurance company for possible reimbursement. It is the responsibility of the patient to determine if the insurance plan covers our services. Let the front desk know if you need your receipt coded for submission to your insurance company or flexible spending plan. Please speak with the receptionist or office manager if you have any further questions.

### Missed Appointments

If you need to reschedule your appointment, **please give us 48 hours' notice** so that we have time to offer that time to another patient who may be waiting to get in. We reserve the right to charge \$50 for appointments missed or canceled with less than 48 hour notice. New patient missed appointment fee is \$100.

### Discounts on Supplements

All nutritional supplements are discounted 10% below suggested retail price.

### Shipping

Supplements may be reordered by phone or email and shipped to you. Orders will ship out based on current inventory and may take a day to process. If you require a special product or a large size, please let us know one week prior to your needs. Shipping is done through USPS, and you pay actual charges. There is no handling fee. Shipping is free for orders over \$100.

### Telephone Consultations

We are happy to answer short questions and clarify instructions on the phone or via email without charge. If a call or email is a substitute for an office visit or results in professional advice or prescription, we will charge the same rate as our in-office rate. Telephone visits are available if you are unable to come to the office for a follow-up appointment.

### Prescription Refills

We know your prescriptions are important to you, and we will accommodate your needs as best as possible. If you need a RX refill (thyroid, hormones, etc.) please call your pharmacy at least one week prior to running out and the pharmacy will contact us about your refill request. Also note that our receptionists will not be able to refill any prescriptions if you have been instructed to retest first, unless specifically authorized by your doctor.

### Returns

If for any reason you decide to return a product, we are happy to give you a refund or a credit if the bottle is unopened, has not expired, and was purchased within 60 days. No returns will be allowed for purchases greater than 60 days, prescription items or for special orders.

### Copies, Reports, and Forms

There may be an additional charge of \$25 - \$100 to complete forms or write reports based on the complexity of the form or report. There is a \$15 charge to make copies of chart contents. We encourage you to keep copies of your lab results to avoid this charge.