

NATURE'S PATH OF INTEGRATED HEALTH

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New Patient Information & Policies

Welcome to Nature's Path of Integrated Health. Thank you for choosing me to serve your naturopathic needs. This form contains my basic business policies and is designed to assist you in your business interactions with the clinic. Please feel free to ask about any of these issues if you have any questions.

FEES: OFFICE VISITS: First time office visits are scheduled for one hour thirty minutes and the fee is \$215. Return office visits are scheduled for one hour and the fee is \$135.

DISPENSARY ITEMS: RETURNED MEDICINE (UNOPENED) will be accepted within 30 days of purchase for a full refund EXCEPT for the following items: any acidophilous products, suppositories, compounded formulas, individualized herbal tinctures and flower essences, amino acids and specially ordered items. All other sales are final.

PAYMENT: PAYMENT IS DUE AT THE TIME OF SERVICE. A payment plan for return office visits can be determined on an individual basis at my discretion. I accept cash, check or credit card (Visa or Mastercard or Discover).

CANCELLATION: When you schedule an appointment, that time is reserved especially for you. There is no double booking on the appointment book, the time is dedicated only to your visit. I **require notification 48 hours in advance by telephone** if you cannot keep your appointment. Missed appointments without notification are charged \$50.

INSURANCE COVERAGE: I am not a member of any provider network of any insurance company at this time. However, I do provide a super bill for you at time of services which you can try to submit to your insurance company to request reimbursement.

OFFICE HOURS: Business hours are: Monday through Friday by Appointment.

Client appointments are available Monday through Fridays (generally 8:30 am to 6:00 pm)

Phone Calls are most readily returned on Administrative Days, that are periodically scheduled for my work week. **Office is closed on Saturdays and Sundays, with limited phone time during clinical care days.** Emails are not utilized for sharing any clinical information, it is recommended to call me if you need my attention.

Priority is given to established patients who have left phone messages, please be clear if you need 24 hr call back. Messages left on days the office is closed are not heard until the next business day.

Please know that my voicemail is your friend ☺ Your patience is very much appreciated, though remember my being in with clients does limit my ability to be right near the phone.

If you can not wait to hear from me due to clinical needs, please let me know. (Please remember I do not sometimes hear the messages until the end of the business day or the following morning.)

Otherwise, if urgency is not mentioned, most calls will be returned within 1-3 days

- If established patient has a simple question(s) which can be easily answered, then we will handle that with a returned call from me as described.
- If established patient must speak to me for a longer period of time, we may schedule a Phone support session (\$1 per minute fee will be charged for session that lasts 10 minutes or longer. Conversations under 10 minutes will not be billed)
- If established patient has an URGENT need to speak to me, then inform me via voicemail of that need, and I will return your call within 24 hours and do an UNSCHEDULED Phone support. Same fee structure for scheduled phone consults applies.

IF YOU HAVE QUESTIONS REGARDING THESE GUIDELINES PLEASE FEEL FREE TO ASK.

Thank you very much for your cooperation! I look forward to serving you.

Revised January 2020