

Clinic Policies

We strive for your experience at Restorative Health Clinic to be an excellent one. In order to achieve that goal we want you to be fully informed of our policies.

In order to make the best use of your time with the doctor we encourage you to write down any questions, concerns, and other discussion points for your visit. Also please bring an updated list of supplement, medication and symptoms to each of your visits.

PLACE YOUR INITIALS EVERY SECTION BELOW AFTER READING AND UNDERSTANDING:

Business Hours:

Restorative Health Clinic is open M-F from 9am to 5 pm. Please check with our office for actual doctor's office hours since they can vary from week to week.

Fees:

Fees vary according to time you have spent with doctors and what kind of treatment or medications you receive and how complex your case is.

Cash base patients:

- New Patient Appointment: ranges from 1.5 to 2.5 and at time of service costs between \$550.00 and \$800.00. Please check with one of our Patient Coordinator to see what appointment is right for your needs.
- Follow up Appointments: range from 45 to 90 minutes and the time of service costs between \$275.00 and \$450.00.
- Phone Appointments: range from 30 to 90 minutes and the time of service costs between \$275.00 and \$450.00.

At the time of scheduling your new patient appointment, we will require a 50% of new patient fee as a deposit. It will apply to your first appointment when you come in. You will have up to 5 days before your appointment to request your deposit back if appointment is cancelled.

***Above fees are only for office visits. Does not include other treatments, supplements, labs, or any other supply or service.

Insurance Patients:

Restorative Health Clinic is contracted with a few insurance companies, please check with our Patient Coordinator to see if your insurance is accepted and what provider takes your insurance.

- New patient appointments: range from 45 to 60 minutes and will only cost you the co-pay*
- Follow up appointments range from 25 to 45 minutes will only cost you a co-pay.*

- RHC does not do TeleMedicine or Phone Appointment to Insurance Patients.

*We require all insurance patients to fill out the “Insurance Verification Form” to understand your benefits and financial responsibility in case you have a deductible to meet or our provider is not in network.

**Time spent with patient is determined by Insurance companies, not Restorative Health Clinic.

Insurance Companies do not pay for Dietary Supplements or certain treatments or labs ordered by your doctor and they will need to be paid at time of service.

We accept cash, check, Visa, MasterCard, Discover and American Express. If check is returned for insufficient funds there will be a 75.00 NSF fee. If credit card declines we will withhold any purchase or appointment until we have processed the payment.

We reserve the right to change fees and/or policies without notice.

Initial _____

Cancelation Fee

We require a 48 hour notice for current patients if you need to cancel office visits, phone visits, IV and all other treatments. If no notice is given there will be a 75.00 cancelation fee.

For all new patient visits, a 5 business day cancelation notice is required to obtain a full refund of you deposit. If notice is not given or given in less than 5 days, your deposit is forfeit.

- Cancelation notices are not accepted night before or over weekend.
- Patient Cancelling more than 2 times in a row will pay a \$75.00 cancellation fee.

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Primary Care

All patients are required to have a primary care physician for any emergencies and for their routine medical needs. Our clinic does provide an on-call, after-hour service, but we do not provide emergency medical service, or admit or care for patients in the hospital.

Initial _____

Phone/Email Consults

Email correspondence is not appropriate for urgent medical needs and it is not intended for medical advice or diagnosis

- E-mail or “Passport” communication that requires more than 5 minutes of attention from your physician or medical staff will be subject to a fee.
- Any time up to 5 minutes the staff spends on responding to messages to patients is free.

- Any correspondence that requires more than 10 minutes will be sent back to patient with a request of an office visit with the Doctor.
- All emails will be responded to within 72 hrs. If you need immediate response or medical attention, email is not the right communication tool. We suggest that you schedule an office visit or phone appointment with one of our physicians.

• **For Cash Patients ONLY:** Phone calls requested by patients are considered “Phone Appointments,” and they are charged to patients at regular Office Visit fees. Credit card information will be required at the time of scheduling and will be charged for any services, supplements or supplies when shipped or preformed unless otherwise arranged with front office by patient. Cancellation policy applies to phone appointments.

Initial _____

Administration Fees

At times, we are asked to fill out forms for work, insurance companies, or other physicians, etc. In order to comply with these requests in a timely manner, we charge a minimum of \$35 to \$50 case analysis fee. That fee can vary depending on the size of the chart for records or documentation to create and fill out.

Initial _____

Research

From time to time you may have some questions that require research or special services. We will be charging you a Case Analysis fee depending on the time we spend to get you answers.

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Prescriptions

Any prescription refill request should be done directly to your pharmacy. Please allow 48 to 72 hours for processing. Any new prescription(s) will require an office visit with no exceptions. Please make sure you schedule your routine appointments ahead of time to avoid a delay in getting your prescription renewed. You are responsible for ensuring continuity of treatment, and we ask you to be in charge of your prescription's schedule. We have many patients who need the same thing that you do so out of fairness we answer and refill in a first come first serve basis. Address refills at least a week before you need them.

We do not prescribe controlled substances.

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Medical Records:

Your medical records are subject to HIPAA policies. We need direct written consent in order to release records regarding your care with us, and have forms available on our website and in the office for your convenience.

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Purchase and Return of Supplements or Medical Supplies:

All items must be paid for at the time of purchase. Supplements can be returned for full refund if they are unopened, and it is within 30 days of purchase. Credit will NOT be given for items returned after 30 days or for any opened supplement. Refunds cannot be made on injectables, injection supplies, refrigerated products, and enema bags. We must have a credit card on file before ordering.

Initial _____

Backorders/Special Orders

Backorders and special orders must be prepaid with a credit card on file before we order or mail.

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Mailing items:

We can mail you anything you need from our medicinary. A shipping and handling fee will be applied to the total prepaid amount. Refrigerated items can be shipped with an expedited fee, which is \$25.00. Please arrange any mail-out with our office staff at 503-747-2021.

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*****Restorative Health Clinic is a Fragrance-Free Clinic.*****

WE RESERVE THE RIGHT TO REFUSE SERVICE TO ANYONE BREAKING THIS POLICY

If you have any questions, do not hesitate to ask our staff. We are here to serve you and to help you on your wellness journey.

I understand the policies and procedures in place and I agree to abide by them.

Signature _____

Date _____

Patient Name (please print) _____