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Dear New Patient,

Welcome to our Clinic! We look forward to providing for your health care needs and encourage your questions and participation in all aspects of your health care.

You are important to us. As such, we feel that it is essential that we share a clear understanding of our economic relationship so as to enhance and not interfere with our therapeutic relationship. We recognize and appreciate that health care can involve a major financial commitment and wish to keep you informed of our policies regarding your payment responsibilities.

To clarify the business aspect of our relationship, the following are our payment policies:

- Charges are to be paid at the time of your visit unless specific arrangements have been made prior to your office visit.
- Please be aware that you have the primary relationship with your insurance company and are responsible for the entire amount that is owed per your insurance plan.
- Please note that health counseling is an important part of your health care. Your face-to-face time with Dr. Brown will likely be longer than with providers at more allopathic clinics (i.e., standard medical care). This includes education regarding diet, lifestyle, exercises, treatment options, etc. As a result, extended visits may occur which may or may not be covered by your insurance. If you wish to limit your appointment complexity, please notify Dr. Brown prior to your appointment.
- *Because your appointment time is reserved only for you, we require a minimum of 48 hours notice for cancellations. Without such notice you will be charged the full fee for your appointment time, and your insurance company cannot be billed for missed appointments. There are two possible ways to avoid a fee for missed appointments:*
  - If there is another opening within that week, you may substitute for that appointment time.
  - If there is another patient who is able to take your scheduled time, you will not be charged.
- Dr. Brown may prescribe supplements which may be purchased either at Natural Family Medicine or elsewhere. Most insurance companies do not cover the medicinary items that we prescribe. Payment for all medicinary items is due at the time of purchase. For your safety, all supplement sales are final. Pharmaceutical treatments will be prescribed at your preferred pharmacy. In addition, *please allow at least 2 business days for refills.*
- Dr. Brown may also recommend compounded prescriptions which are also typically NOT covered by insurance.
- Dr. Brown strives to be prompt with appointment times, however, sometimes urgent medical needs cause delays. Please note that you will get your full allotted appointment if she is running late. Please note, however, that *if you are more than 10 minutes late for your appointment or arrive without your intake forms completed, you may be asked to reschedule.* If we can get you rescheduled to another time during that week, your missed appointment fee will be waived as noted above.
- We accept VISA, MasterCard, Discover, check and cash. There will be a charge of \$35.00 for every returned check(s). If immediate full payment will present major difficulties for you, please arrange a payment plan prior to your visit.

We also request your participation in maintaining a healthy environment for you and all our patients. Due to the chemical sensitivities of many of our patients, we respectfully request you to **please refrain from wearing any perfumed products** during your visit. This includes perfumes, aftershaves, and other perfumed personal hygiene products.

We look forward to the opportunity to serve your health care needs!

In Health,  
Dr. Lori Brown and Adina  
Natural Family Medicine

My signature below indicates that I fully understand and agree to comply with the above letter.

Patient Name (please print) \_\_\_\_\_  
Signature of Patient (parent or guardian if patient is a minor) \_\_\_\_\_  
Date \_\_\_\_\_