



Office Policies

Email Policy: Please allow **3 business days** for email responses. If it is a time sensitive matter, please call the office directly at 443-433-5540 or 410-266-9111. Email requests for product refills or appointment scheduling are free. Please note that email is not intended as a substitute for regular office visits or for new health concerns.

Emails related to medical care may incur charges at the hourly rate of \$250/hour. You will not be billed for a response without prior notice.

Phone consultations/appointments: There is no charge for brief questions that can be answered on the phone such as clarification of on-going therapy. However, if you are calling about a new health concern or need extended time, fees based on office visit rate schedule will apply. If there is any question about this service, you are welcome to ask at the time of the call.

Administrative Charges: Shipping & handling (\$8.95), faxing, and document processing may incur additional charges.

Laboratory Reports: A complimentary copy of all lab test results authorized by Green Healing Inc. will be provided at no charge at the first follow up appointment after the lab results have been received. Copies of lab results may be requested prior to the follow up and are deliverable by fax, mail or in office pick up. Lab results will not be emailed unless during a phone consultation. Additional copies of lab reports may incur an administrative fee. Please allow 3 business days for a laboratory report request. Laboratory result requests with less than 3 business days' notice will incur a \$35 administrative charge.

Prescription Refills: To obtain a prescription refill, please call the pharmacy. They will issue a prescription refill authorization that will be completed by our office. Please plan ahead and allow **3 business days** for prescription refills. Any refill requests that require less than 3 business days may be charged a \$35 fee.

Additional Services: In addition to our time together, I will provide certain complimentary services as part of your appointment fee, including contact and coordination with your other care providers if needed, customary insurance reimbursement paperwork when appropriate, complimentary copies of all laboratory reports, prompt communication from myself and my staff, and completion of medication refills per the policy outlined above.

Other services, including employment-related forms, letters, phone calls, etc. will be billed according to my prorated hourly rate of \$250/hr.

No Show/Cancellation: The scheduled time for your appointment has been reserved specifically for you. Except in emergency situations, if you miss or cancel a scheduled appointment without providing 48 hours' notice, you will be charged for the full price of the missed appointment. Because we make every attempt to stay on schedule, if you are late for an appointment, you will only be seen for the remainder of your scheduled time.

If you have any questions regarding these guidelines, please feel free to ask.

By signing this document you agree to follow the office policies and terms listed above.

Signature

Date