

The Healing Arts Partnership Office Policies

Fragrance Free Office

Please refrain from wearing or using perfumes, colognes, scented lotions, scented laundry products or any other scented products when coming to our office. Please notify anyone who will accompany you of the no scent policy. Scent can cause a variety of adverse reactions for people who suffer from allergies, asthma, chronic ailments, chemical sensitivities and respiratory problems.

Medicare

Dr. Ross is opted out of Medicare. If you are on Medicare you will need to sign a contract required by Medicare. We will provide that contract. It is your responsibility to notify us if you are on Medicare or if your status changes and you go on Medicare.

Financial

Payment Policy: Payment by cash, check or credit card is due at the time of your visit unless you have made prior arrangements. The practitioners are not contracted providers with any insurance company. There will be a \$15.00 billing fee for a balance not paid at the time of the visit. We do not have a billing system and we do not have a system to track an unpaid balance.

Checks: There is a \$25.00 charge for returned checks. The charge and check amount must be paid immediately on notification. No appointments can be scheduled until payment is made.

Paperwork Fees: We devote a significant amount of our resources to pre-authorizations, disability paperwork, patient letters and other costs associated with your care outside of the visit. We charge for those services and will notify you of such costs prior to any costs incurred.

Missed Appointments (phone appointments or in office visits)

A patient may be discharged after 2 missed appointments.

To reschedule or cancel an appointment, you need to give one full business day notice or there is a charge. This is not a 24 hour notice. For instance, if you have an appointment on Friday, you would need to call by Wednesday night. This would give us all day Thursday to fill that appointment. Missed appointment charges must be paid before the patient reschedules. Cancellation of two or more consecutive family member appointments requires two full business days notice. There is no cancellation of same day appointments. The patient will be charged a missed appointment fee for missed appointments made on the same day. Business days in the clinic are Monday through Friday.

Missed Appointment Fee	15 min Visit	½ hour visit	1 hour visit
Martin Ross, M.D.	\$100.00	\$200.00	\$200.00
Tara Brooke Nelson, N.D.	\$100.00	\$100.00	\$200.00
IV Therapy Appointment	\$50.00	\$50.00	50.00

Medication Prior Authorization Fee: When we intercede with your insurance company and advocate for an authorization for medications they have denied, we will charge for any time spent beyond fifteen minutes. This process can be fast, in which case we are happy to do it without charge. However, this process can also be extremely complex and time consuming in which case we do charge for the service.

Medications

Refills: We require at least 2 business days notice on refills.

For refills on medications that were written by your practitioner in this office, contact your pharmacy and ask them to fax us a prescription refill authorization at 206-932-3738. Refills are not automatic and may require an appointment. New prescriptions and some changes require an appointment.

Other Office Policies

Phone Calls: When requesting advice from your practitioner, please be aware he/she will assess the situation and decide if you need an appointment, if they personally need to return your call, or if the question can be answered through the nurse.

Returning Supplements

Supplements may be returned within 30 days of purchase for a full refund. We do not pay for shipping for returned supplements. Supplements that need to be refrigerated are not returnable, without exception.

Office Contact

Make contact with the office through the phone. Use the nurse’s line for questions of a medical nature, the prescription refill line for prescriptions and the receptionist line for all other calls. Do not email or Fax the office with questions or medical information unless you have made prior arrangements to do so. Patient questions and comments that are faxed or emailed without prior arrangement are not accepted and will not be responded to.

Follow Up Visits: If you are on a treatment protocol and your practitioner requests a monthly or bi-monthly follow up visit, it’s important to schedule far enough in advance to secure an appointment, and then to keep that appointment. The practitioner considers the level of risk and complexity to determine the length of time between follow up visits. Your compliance is integral to maintaining the level of monitoring that assures the best implementation of your protocol. **A patient can be discharged if they do not maintain their visit schedule.**

Phone Appointments: Please be available for a phone appointment for one half hour beyond the scheduled time of your appointment. When you schedule the appointment, please make sure to give us the number you would like to be reached at. The missed appointment fees for in office visits and phone appointments are the same. You are responsible to have payment ready for your phone appointment at the end of the call.

Late Policy: If you are 10 minutes late for an appointment, the appointment will be considered a missed appointment, and you won’t be seen. When a patient arrives late for an appointment, it throws off the schedule and other patients have to wait.

Medical Records: With the exception of emergency situations, we need at least two weeks to copy or forward your medical records.

Power of Attorney: If you’re a patient representative or you have a patient representative, please notify us. We will need legal documentation for the patient file in order to consult with a patient representative regarding patient care.

Print Patient Name: _____

Signature of patient or responsible party

Date

Print name on signature line