

Rachel M. Anderson, ND
Annapolis Natural Health, LLC
115 Ridgely Ave
Annapolis, MD 21041
Phone: 410-268-2025 Fax: 410-268-2035

Annapolis Natural Health, LLC Office Policies

In order to establish clear communication and understanding, the following are our office policies regarding fees, payments and scheduling.

FEES. The first visit for all new patients is 90 minutes in length and the fee is \$200. Return visits are 60 minutes long and the fee is \$150. The fees for office visits do not include the cost of supplements which may be recommended for you. Fees are subject to change.

INSURANCE. Insurance carriers in Maryland do not pay for naturopathic services at this time. However, naturopathic services and supplements may be covered by your HSA or flex spending account, please check with your individual administrator.

PAYMENT. Payment is due in full at the time of service for office visits and supplements. Dr. Anderson accepts checks, cash, Visa and MasterCard.

RETURNED CHECK FEE. There is a \$35 fee for each returned check.

APPOINTMENT CANCELLATIONS. Please provide at least 24 hours notice for appointment cancellations and rescheduling. If you do not provide at least 24 hours notice of your intent to cancel an appointment, you may be charged for the full cost of the missed appointment.

PHONE AND EMAIL CONSULTS. There is no charge for brief questions that can easily be answered by the doctor. If you are calling or emailing about a new or more complex concern you may be asked to schedule an appointment or you may be charged for a phone/email consult. Phone and email consultations will be billed by time at the same rate as return visits.

RETURNED SUPPLEMENTS. You may return unopened supplements within thirty days of purchase for a refund with the exception of the following items: any probiotic products, fish oils, suppositories, compounded items and specially ordered items.

SCENT-FREE POLICY. Annapolis Natural Health, LLC is a scent-free environment out of respect for clients with allergies and sensitivities. Please refrain from wearing perfume, cologne, and scented lotions on the day you will be visiting. If you smoke, please refrain from smoking immediately before entering the office.

REFERRALS. Dr. Anderson welcomes your referrals, which signify your satisfaction and trust in the service provided to you at Annapolis Natural Health, LLC.

I understand and agree to the above clinic policies.

Client Signature

Date