



EAST BAY NATUROPATHIC CLINIC

402 Colusa Ave. • El Cerrito, CA 94530 • 510.559.3640

Office Policies

Please take the time to review our policies and familiarize yourself with them in order to help us provide you with quality service at our Clinic as we will adhere to the following:

Phone: Office phone # 510-559-3640 Office fax # 510-559-3224

Please call the Clinic for more immediate concerns. If you are unable to reach us at the Clinic seek appropriate urgent or emergency care.

Email: Communication via email with our Clinic implies consent to our email policies. The doctors at our Clinic do not do direct email communication with patients, email is used for sending requested information or basic clarification of instructions or plans via office staff. The clinic email is: info@eastbaynaturedoc.com

Clinic vacation closures or changes are communicated via email newsletter.

Appointments: We require 48 hours notice by telephone of a cancellation or rescheduling of your appointment. Appointments missed or cancelled within 48 hours of the appointment time will be charged 50% of the visit. Patients who miss a new patient appointment without notice will also be required to provide a credit card to reschedule and will be charged in full for the visit if subsequently missed. If you are late for an appointment you will be charged for the time reserved for you and will have only the remainder of the time scheduled for your visit after your arrival.

Direct Patient Services: You may be charged at the standard hourly clinic rate for any time spent by the doctor in service directly related to your individualized care including but not limited to the following: lab review, research and planning, medicinaly formulation, records review, letter writing, and practitioner consult.

Lab Handling Fees: These fees cover office costs of offering labs (managing kits and results) as labs are not marked up in accordance with legal standards and the Clinic incurs charges on labs paid with credit.

Phone Consults: Phone consults less than 5 minutes that clarify existing plans are not billed. Phone consultations longer than 5 minutes or those that address new issues are billed at the same rate as appointments and usually need to be scheduled. In order to schedule a phone consult you must provide the Clinic with a credit card to be charged once services are rendered.

Fees: All fees are due at time of service for any services, labs, fees or medicinaly. We accept payment via cash, check, Visa and Mastercard. There is a \$50 charge for any checks returned for insufficient funds. We are not able to contract or bill insurance companies at this time, our office can provide a bill with insurance coding to be submitted for reimbursement upon request. Five dollars will be charged per duplicate service summary after date of service.

Please continue reading and sign on back of page



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Medicinary: All sales on supplements and botanicals are final as we cannot guarantee the quality of handling and storage after products leave our office. All medicinary must be paid for in full before pickup or shipping. The purpose of available medicinary is convenience of quality product and customization of treatment.

Please ask us any questions you have about the Clinic. Our mission at East Bay Naturopathic Clinic is to provide quality health care by working with you in a communicative environment that facilitates the creation and maintenance of long term health.

Please sign and date the following:

I have read and understand the office polices:

_____date_____