



## Office Policies

Welcome! Thank you for selecting San Francisco Natural Medicine for your health care needs. Please take a few moments and familiarize yourself with our policies.

### Office Hours

Tuesday and Thursday, 11:00 to 7:30  
Wednesday, Friday and Saturday, 9:00 to 2:00

### Payment Policy

Payment is required at the time of service unless other arrangements have been previously made. For your convenience, we accept cash, personal checks, MasterCard and Visa debit/credit.

### Insurance

We do not bill insurance companies directly, but upon your request, we can provide you with a copy of your receipt so that you may submit it to your insurance company for reimbursement. It is your responsibility to determine if your insurance plan covers our services. Let the front desk know if you need your receipt coded for submission to your insurance company or flexible spending plan. Please speak with the receptionist or office manager if you have any further questions.

### Missed Appointments

If you need to reschedule your appointment, please give us 48 hours' notice so that we have time to offer that time to another patient who may be waiting to get in. We reserve the right to charge \$50 for appointments missed or canceled with less than 48-hour notice.

### Discounts on Supplements

Discounts on supplements are based on the total purchase at one time. Discounts can be applied to orders that are shipped as well. Purchases <\$75 are not discounted.

\$75.00 - \$149.99	5% discount	\$250.00 - \$349.99	15% discount
\$150.00 - \$249.99	10% discount	>\$350.00	20% discount

### Shipping

Supplements may be reordered by phone or email and shipped to you. Orders will ship out based on current inventory and may take a day to process. If you require a special product or a large size, please let us know two weeks prior to your needs. Shipping is done through USPS, and you pay actual charges plus a \$4 handling fee.

### Telephone Consultations

We are happy to answer short questions and clarify instructions on the phone or via email without charge. If a call or email is a substitute for an office visit or results in professional advice or prescription, we will charge the same rate as our in-office rate. Telephone visits are available if you are unable to come to the office for a follow-up appointment.

### Copies, Reports, and Forms

There is an additional charge of \$25 - \$100 to complete forms or write reports based on the complexity of the form or report. There is a \$15 charge to make copies of chart contents. We encourage you to keep copies of your lab results to avoid this charge.

### Other Practitioners

There are other practitioners, not employees of San Francisco Natural Medicine, who rent rooms in our clinic. Because they are independent, they handle their own appointments & fees, and are responsible for their own practices.