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**Eastside Natural Health Clinic**  
**801-474-3684**

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***Policies and Procedures***

This is an explanation of our fees, services, and office policies. Please read it carefully so you understand how our Naturopathic Medical office works. Please fill out the intake form before your office visit. If you cannot do so, please come in 20 minutes before your appointment to fill out paperwork.

**Initial Visit:** Please allow 1.25 to 1.5 hours for your initial visit. A thorough intake will be taken about your medical history. Physical exams will be performed. Please mention anything that you think is relevant. Diagnostic testing is often needed to help assess your medical condition. Please bring in a copy of prior health records (lab tests, imaging, chart notes). The last twelve months of health records can be very useful. Writing up your health concerns in a health summary can also be quite helpful.

**Fees:** The charge for a new patient visit is \$300. A \$100 fee is required to reserve your first visit. This fee will be credited toward your first appointment. The first visit includes: a comprehensive medical history, physical exam, assessment, and initial therapeutic recommendations. Laboratory tests and nutritional supplements are an additional cost. Conventional laboratory testing or imaging is usually covered by your health insurance policy though this depends on your particular policy and deductible.

Return visit rates are as follows: 60 minutes - \$190; 45 minutes - \$160; and 30-minutes - \$120; and 20 minutes – \$85. Return visits are typically 45 to 60 minutes. Refunds can incur an administrative fee of \$20.  
***Our office policy is that we require payment at the time of service.***

**Insurance:** Dr. Knorr is not contracted directly with insurance companies. You can check with your insurance company to see if you have out-of-network benefits and if you have coverage inclusion for Naturopathic Physicians. We will provide you with CPT and diagnosis codes upon request. You can then submit these to your insurance company to request reimbursement.

**Laboratory Tests:** We do a variety of testing including: conventional blood tests, stool analysis, salivary hormone evaluations, food allergy testing, heavy metal analysis, neurotransmitter testing and environmental toxin evaluation. Patients are responsible for payment of these tests unless there is insurance coverage. Most insurances cover conventional diagnostic evaluation such as conventional blood work and diagnostic imaging.

**Supplement Refills:** Most supplements, herbs, and homeopathic remedies need to be taken for several weeks to months in order to effectively influence your body's metabolic and energetic processes. Please phone our office ahead of time to place your order for a refill. We can also ship you your supplements via the USPS. Our office hours are Monday thru Friday (except Wednesdays) from 9:00 am to 3:00 pm (often later).

**Treatment:** Natural medicine works by supporting the body's inherent healing mechanisms. This process is achieved through metabolic and physiologic support of your vital force. It is important that you implement your treatments and recommendations on a daily basis as completely as possible to experience the full benefits of Naturopathic Medicine.

**Cancellation Policy:** Please have the courtesy to notify our office 24 hours in advance if you need to cancel or change your appointment. If you do not do so, we will charge a missed appointment fee of \$100.

**Payment:** We accept all forms of payment including Health Savings Accounts and Cafeteria Plans.