

Dr. Cara Hartz, ND PLLC

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GENERAL OFFICE AND FINANCIAL POLICIES

Thank you for choosing Dr. Cara Hartz, ND PLLC for your health care. As part of our commitment to deliver quality attention to our patients, we ask that you read this carefully to be informed about our financial and office policies. Please sign at the end of the document.

Office Procedures:

The administrative/phone hours are Monday/Tuesday 9:30-4:00, Thursday 9:30-2:30 and Friday 9:30-1:00. We are closed on Wednesdays. The office phone is a cell phone; you may send text messages to the office during office hours. We cannot guarantee the security of information sent via text, as it is seen by both Dr. Hartz and staff. Should you need to discuss a sensitive private medical matter with Dr. Hartz, please schedule an appointment, or send an email via our patient portal. Please reserve any non-urgent text messages for only within office hours, as this phone doubles as the pager system for emergencies. Please allow up to 24-business hours for a response from a voice message or text, as the staff may be attending to urgent needs, or may need to get information from the doctor to be able to respond appropriately. In the event of an after hour urgent need, please send a text to the office phone with your first and last names (even if you think we have it), along with the nature of your emergency.

Tinctures and Supplements: All orders require a 24-business hour notice. Supplements can be ordered via phone, text, or email. If you would like to pick up your product outside of office hours, you may arrange that with the front desk. Please note, payment must be paid in full before the product will be released to you.

Our clinic is scent-free for the comfort of all our patients and staff. Please refrain from wearing scented products of any kind on the days you come to our clinic. **Dr Hartz reserves the right to reschedule your appointment shall you arrive with a scented personal care product that may impact the health of Dr. Hartz, her patients and/or staff.**

Due to the health impacts of second and third hand tobacco smoke- please refrain from using any tobacco products the day of your office visit.

Cancelling/Missed appointments:

New Patients:

A credit card is required to hold all first office visits. There are no exceptions to this, and no first time appointments will be made without this being provided. **There is a three (3) business day cancellation policy for all first office visits.** For appointments cancelled less than three (3) business days, you will be charged 50% of the new patient cost, if you reschedule at the time of cancellation. **There are NO same day cancellations.** Same day cancellations or no shows will result in a charge for the full cost of the new patient visit. (see fee schedule)

Current Patients:

You are responsible for remembering your appointment. Please provide an email at the time of scheduling so we can email you reminders through the electronic health system. You are responsible for showing up for scheduled appointments whether you receive an email or not.

Cancellations

Missed appointments and last minute cancellations cause a significant financial burden on our clinic, and limit access for other patients. Should you need to cancel or reschedule, please contact the clinic two (2) business days before your scheduled appointment. **WE ARE CLOSED ON WEDNESDAYS AND MOST MAJOR HOLIDAYS.** **There are NO same day cancellations and doing so, or failing to show up for your appointment, will result in the full cost of the appointment.** (see fee schedule) **The fee for missed appointments must be paid prior to rescheduling another appointment.**

Please call ahead if you are running late. We will do our best to accommodate you, but will likely have to reschedule or abbreviate your visit if you arrive more than 10 minutes late.

Unavoidable emergencies will be considered reasonable exceptions, on a case by case basis.

Excessive violations of the cancelling/missed appointment policy could result in dismissal from the practice.

Appointments:

The cash rate for all office visits is as follows:

First Office Visits	75 minutes	\$350
Acute Visits	10 minutes	\$75
Follow-up Visits	25 minutes	\$150
Extended Follow-up Visits	45 minutes	\$200
Phone/Video Appointments	20 minutes	\$130
(Additional phone/video time is \$20 for every 10 minutes beyond the first 20)		
IV Administration	n/a	\$150
Missed Appointment Fee	n/a	cost of scheduled appointment

Co-pays and cash services are due at the time of service. If a phone/video visit is outside of administrative hours, payment is due the next business day. If you are a cash patient, you may receive a 10% discount on services, if you pay with cash at the time of service. (This does not apply to patients with insurance and copays or supplement purchases). Your office visit is intended for **your care only**. If a family member needs to seek medical advice, they will need to schedule a separate appointment to address these concerns.

Medical advice will not be provided for family members/friends that are not established patients of Dr. Hartz. Understand that time may not permit for all concerns to be addressed in one visit; in this case, another appointment may need to be made. We suggest you make a list prior to the visit with your concerns or issues prioritized.

First office visits are scheduled at 75 minutes. Return office/follow up visits are scheduled at 25 or 45 minutes. If you prefer a 45-minute appointment, please note that based on the complexity and management of the visit, you may be billed for the time spent in office. This billable code is not always covered by your insurance plan, and you will be responsible for any non-covered fees processed by your insurance plan, or as part of your insurance plan's contracted coverage rates. If you feel you have many concerns to address, but prefer a 25-minute appointment, please come prepared with a prioritized list of your health concerns, along with an updated list of supplements/medications, and schedule future appointments on separate days.

Acute office visits are scheduled for 15 minutes and are meant to address 1 (one) urgent concern. This is not a time to address other health concerns that are part of a greater medical condition.

IV appointments are for IV administration only. They are not a time for an office visit, lab review, etc. Exceptions can be made on a case and time basis.

Dr. Hartz strives to serve each patient as an individual, with respect for everyone's time. Please understand that emergencies happen while managing patients, and time management is often affected. If Dr. Hartz is not on schedule for your appointment, be assured that you will still have your dedicated time with her in office. We suggest you schedule your visit accordingly and are not on a personal time constraint such that any lateness in Dr. Hartz's schedule limits your time and ability for her to manage your care.

Telemedicine Appointments

You have an option of choosing either a phone or video appointment. We have no guarantee that telemedicine appointments will be covered by your insurance. **You will be responsible for the appointment cost if your insurance does not cover it.**

For phone appointments, please provide the best number at which to reach you, and be available for 30 minutes beyond the time of your scheduled appointment. Please make sure to be in a quiet location where it is safe to discuss your healthcare needs. Also be prepared to discuss any medication or supplement changes. For video appointments, make sure you have access to the Charm EHR portal, and make sure your computer/tablet/phone is working before your appointment. If you miss your telemedicine appointment, you will be charged the missed appointment fee per the fee schedule.

Email policy:

Medical emails intended for Dr. Hartz will only be responded to when delivered through the Charm EHR portal. Please contact the front desk if you need access to Charm. Dr Hartz no longer uses her previous gmail account for patient communications. Patients will be charged for email correspondence when seeking health advice for new concerns. The practitioner may decide that your concerns regarding new symptoms may be too complex to be managed via email, and will instead ask you to make an office visit to receive treatment. In this case, you will not be charged for the email. Emails will be assessed a fee of \$30-\$70 based on complexity of issue, and time it requires the doctor to spend managing your care and treatment. Some symptoms are billable to insurance, and will be the first attempt.

This does not include follow-up emails that have been specifically requested by your practitioner, to provide us with brief information regarding your response to treatment. In addition, you will not be charged for an email that is **SOLELY related to clarification of current treatment plans or instructions.**

Insurance Billing:

We do not verify benefits in office. As a patient, you are responsible for knowing your own benefits and coverage prior to your visits. Please check your insurance coverage so you will be informed about your own coverage and will not be surprised by bills you may receive after your visits. Charges for medical care are based on the complexity of the medical problem, time spent, and our costs. Please notify the office staff of any changes to your insurance, address, or other personal information in regard to insurance billing and for the purpose of patient contact.

DISCLAIMER: Any information about benefits and coverage we may relay to you is not a guarantee of coverage by the insurance company and does not obligate us. You are ultimately responsible for your care and the fees associated with services provided to you.

Balance Due and Collections:

You will be mailed a billing statement with any remaining charges. If your insurance does not cover a service, you are responsible for the full cost. **If a balance is past due sixty (60) days or more, you will not be allowed to schedule appointments until the balance is paid in full.** After 160 days, if the balance remains unpaid, the account will be sent to collections, at which time will be assessed a 30% fee, and be responsible for any interest and late fees that may accrue. At this point, the practitioner will no longer be able to provide care. Once we have been notified by the collection agency that the balance has been paid, resuming care will be considered on a case by case basis.

Returned checks are subject to a \$30 fee.

Medications:

Refills: We require **2-3 BUSINESS days'** notice on refills. For refills on prescriptions written by Dr. Hartz, please ask your pharmacy to fax us a refill authorization to **206-566-5988**. You may be denied refills and required to schedule a follow-up visit prior to receiving a refill, depending on your current course of treatment. **New prescriptions require an appointment.** If you need a refill on a medication that was not originally prescribed by Dr. Hartz, you will need to schedule an appointment. **For patients on long term protocols, medications will be refilled for the designated time ONLY to get you to your next visit. If these visits are not scheduled within the recommended time frame NO additional refills will be given until follow up has taken place.**

Legal/Medical Forms

If you are in need of any legal and/or medical documentations (ex: FMLA, L&I, Jury Duty excusal, disability, etc.), a separate 25-minute appointment needs to be scheduled solely for that purpose. If additional research is needed to complete paperwork, an additional fee will apply for Dr. Hartz's time.

Scheduling:

If you are on a treatment protocol, please schedule your next visit well in advance to secure an appointment, as Dr. Hartz's schedule can fill up and not getting in within a timely manner can affect medication refills or protocol updates. Dr. Hartz will determine the complexity of your condition and determine the appropriate time between your visits.

I, _____ have read and understand the above stated policies.
(patient name)

Signature (if minor or incompetent, Parent/Guardian signature)

Date