



OFFICE POLICIES

Welcome

Whether you have a long history with naturopathic medicine or first-timer with it, we hope that your experience in our office helps you on the path towards better health.

Commitment to Change

Policies are necessary for any office to run effectively. However, it's important to keep in mind the goals of the office. We are here to help people change in positive ways. To be committed to positive changes means openness, collaboration and personal responsibility. Ultimately, your health is your own responsibility. Our job is to facilitate your personal path to wellness.

Hours of Operation

Dr. Tom's Tonics, is open Monday-Friday 9am-4pm for appointments and product purchases. The doctor generally sees clients Monday through Friday, with Saturday sessions available by appointment only.

Please bring to your first visit:

(or email ahead for virtual appointments)

1. Your completed Health Forms (Adult Intake or Pediatric Intake)
2. Signed copy of the Informed Consent/HIPPA
2. List of any medications with dosages
3. List of supplements (and brands) with dosages
4. Pertinent laboratory tests and/or imaging reports from your doctors

Intake forms will take 15-30 minutes, so please allow enough time. If you cannot download the form, call our office and we can mail you one or you may come in 30 mins before your appointment to fill it out.

The doctor is very conscientious of your valuable time, and we make a strong effort to run on time with appointments. The time spent during your initial visit is best utilized when the paperwork is completed prior to your arrival.



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Late Cancellations & No-Show Fee Policy

- When you schedule an appointment, we reserve that large block of time for you. Our office staff will request a credit card at time of scheduling to “hold” for your appointment (we will charge your card at appointment time). Our staff will make a reminder phone call the day before appointments.
- **We do require at least 24 business-hour notice to cancel a booked appointment**
- The office will charge your card \$100 late cancellation fee with less than 24 hours notice. Emergency exceptions will not be charged (i.e.. snowstorm, power failure, traffic accident, severe illness, etc.).

Please avoid wearing perfume, colognes, strong essential oils, other scents

We have many clients with allergies and environmental sensitivities.

Pharmacy shipping policies

- Shipping & handling charges will be **free for orders over \$150.**
- **Orders under \$150**, the office charges \$10-15 for packages to most locations with 2-3 day delivery time.
- If the shipping charge differs from this substantially, then our office will notify you before shipping. Overnight shipping may be available and is substantially more.

Financial responsibility & billing

Payment is required at the time of service unless other arrangements have been previously made. Please note for all dispensary items, payment is due at time of purchase. We accept cash, check, most credit or debit cards. **There is a \$50 fee for returned checks.**

We do not directly bill any insurance plans. We will be happy to give you a copy of your bill with diagnostic codes that you may submit to your insurance company for reimbursement.