



# Vitality

Natural Health and Wellness Center

"The path to a healthier, more vital you."

## NATUROPATHIC MEDICINE POLICIES AND PROCEDURES

### **Appointments/ Cancellations:**

At Vitality Natural Health and Wellness Center, we consider it an honor and privilege to be of service to you and hope for a long and mutually satisfying relationship. We spend an inordinate amount of time and energy with each and every one of our new and established patients because we are committed to providing the highest quality care. Your appointment time is dedicated specifically to you. We do understand that there may be extenuating circumstances; however, we request that any cancellation or rescheduling of your appointment be made **at least 24 hours in advance**. We value your time and hope that you value ours. Missed appointments or appointments cancelled less than 24 hours in advance affect us all and prevent us from being able to serve others in need. Because of this, we have created a cancellation and missed appointment policy.

If you are not able to keep your scheduled appointment, please notify us within 24 hours of the appointment. Cancellations with less than 24 hour notice or missed appointments are subject to a **\$50.00 cancellation fee for naturopathic visits and \$25.00 for all other appointment types. Payment is due within 30 days of the missed appointment.** If payment is not received for a missed appointment within 30 days, we will be forced to turn it over to a collection agency. There will be an additional collection fee added to the missed appointment fee. You are responsible for remembering your scheduled appointments. If you cancel with less than 24 hour notification or do not show for your appointment and you wish to reschedule, full payment for the office visit/ service will need to be made at the time of rescheduling. We appreciate your consideration of our time and will express the same consideration of yours.

### **Initial Consultations:**

The initial consultation includes a 90-100 minute health assessment where Dr. Dengler will take a comprehensive look at your medical history as well as the physical, mental, emotional, environmental and lifestyle factors affecting your condition. Following the initial consult, Dr. Dengler will order lab tests (if necessary), analyze the case and create an individualized healthcare plan for the patient which may include diet changes, nutritional supplements, exercise, and lifestyle and stress management recommendations. The patient will need to schedule a follow-up appointment to review the healthcare

### **Laboratory Testing:**

The use of labs at Vitality Natural Health and Wellness are for informational purposes only and not for the diagnosis of disease. Laboratory testing is optional, but gives the practitioner a more complete picture of what is going on inside the body and can help the practitioner identify which health goals to prioritize as well as to monitor the progress of reaching those goals. Specific laboratory tests can be beneficial to tailor the healing protocol to the patient's unique individual needs and biochemistry. All labs must be paid for at the time of service.

### **Phone/ Email Support:**

Phone/ email support is included for you during the first month of chronic treatment or the first week after an acute visit. This is intended to aid in answering any questions or concerns that may arise or to clarify instructions. **This is not intended to take the place of an office visit.** Phone consultations/ emails that *cover new material, require new information, or take an extensive amount of time to answer* are essentially substitutes for office visits and require the same time and expertise as office visits. These will be billed at a minimum of \$45.00, and may be billed at the same rate as the visit for which they substitute. For example, a detailed call that substitutes for a limited visit will be billed at \$95.00.

**Fees:**

- Initial Consult - \$185.00 – The consult is at least 90 minutes and Dr. Dengler takes a comprehensive look at your medical history and all of the factors contributing to your condition including questions about diet, lifestyle, habits, stress, family history and environmental exposures. Dr. Dengler looks at the whole person, which means she considers a variety of factors before devising a health plan. She may or may not make a few initial recommendations at the first consult depending on your specific health concerns. Often times she will suggest laboratory testing, request medical records from other care providers or gather additional information pertaining to your particular case. Once the results and necessary information are in, we will schedule a follow-up appointment to discuss the results and comprehensive treatment plan. This appointment generally takes 45-60 minutes and is \$95.00.
- Follow-up appointments:
  - 30 minutes - \$75.00
  - 45 minutes - \$95.00
  - 60 minutes - \$115.00

**Changes in Service Fees:**

Service Fees are subject to change.

**Payment:**

Vitality Natural Health and Wellness Center is a cash based office. **Payment is expected at the time of service.** Payments may not be reimbursable by an insurance provider in the state of Pennsylvania. For your convenience, our office accepts cash, personal checks and following credit cards: Visa, MasterCard, American Express and Discover. We charge what is usual and customary for our community. We are sensitive to those with special financial needs and will consider a payment plan for qualified individuals. In addition, there will be a \$50.00 charge for all returned checks for insufficient funds.

**Training of Residents and Interns:**

Dr. Melissa Dengler, ND may at times supervise resident doctors and student interns. Patients will be advised prior to their appointment and may choose whether or not to have the resident or intern as part of their health care team for the appointment.

**In Case of Emergency:**

In the case of an emergency, please call the office first at 814-720-4825. If it is after office hours and you are not able to speak with anyone, please contact Melissa Dengler, ND at 814-720-6003 for ***emergencies only***. If you are unable to speak with Dr. Dengler, patients are instructed to call 911, proceed to the nearest Emergency Room or Urgent Care Center, or contact a primary care physician with whom a relationship has been previously established.