

OFFICE POLICIES

Hours Rancho Bernardo

Monday- Friday 9am-5pm

Hours Solana Beach

Monday- Friday 9am-5:30pm
 Saturday 9am-4:00pm

Office visits are by appointment only.
 B12 walk-ins welcomed!

Fees

\$250 Initial and 1st follow-up
 (55 min RN/MD/ND/Dr. Austin)
 \$110 follow-up (25 min-Dr. Austin)
 \$90 follow-up (25 min-RN/MD/ND)
 \$60 follow-up (15 min-RN/MD/ND)

Payment

- Payment is due at the time of service. Please discuss any fee questions with the doctor before your visit so you can know what to expect.
- We accept cash, check or credit cards.
- Lab testing is not included in the fee. If you have a PPO, we will use a lab facility that is covered by your insurance company. If you have a HMO, we can ask your HMO MD to run the labs we need.
- Fee schedules can be arranged with the doctor prior to a visit if you are in financial need.

Insurance

- Insurance does not directly cover naturopathic doctors.
- However, we can provide you with a superbill after every visit which you may submit to your insurance company to request out-of-network reimbursement. Some services may not be covered by certain health insurance plans.
- It is your responsibility to know what your insurance plan covers.
- We are not responsible for unpaid claims by your insurance company for services we provide.

Phone Consults

- We will call you for your scheduled appointment. Please allow a 5 to 10 minute window of buffered time.
- All appointments are scheduled for the Pacific Standard Time.

Cancellations

- As a courtesy, our office will e-mail or call you to confirm your appointment 1 business day in advance.
- If you cannot keep a scheduled appointment, please notify us at least 24 hours prior to your scheduled time.
- If you miss your appointment without cancelling, you will be charged for the missed appointment.

Appointments

- First appointment: Please fill in the new patient forms prior to your appointment. You may bring them with you to your appointment or fax them in.
- Please arrive 15 minutes before your scheduled appointment.
- Please do not wear any scented products, as many of our patients are chemically sensitive. These include lotions, perfumes, cologne and hair spray.
- Follow-up consults may be scheduled in 15, 30, 45, or 60 minute blocks, depending on your needs.
- All consultations are charged for the time used, not the time blocked.
- Research requested by the patient is a billable service and will be charged at the hourly rate.
- Follow-up visits: We generally recommend that all patients have a follow-up every 3 months at minimum.

Prescriptions

- Prescriptions need to be obtained at your appointment. We do not mail prescriptions or lab orders.
- We require 24-hour notice for refills.
- Hormone prescriptions are done on a 3 month basis, and require a follow up to renew them.
- Please come to all appointments prepared with a complete medication list and let us know which require refills.
- No prescription dose change will be made without an appointment.
- If you are sick or have side effects, please contact us immediately.

- The doctor cannot prescribe medications to those who are not his or her patient.

Tests

- If you misplace an order for testing, we require 24-hour notice to rewrite the order. You can pick it up at the office or we can e-mail it to you.
- Tests will not be discussed via phone unless it is a phone consult.
- Results are only discussed at appointments and not outside the office to prevent unsafe disclosure of the confidential health information.

Medical Letters

- Medical letters (for schools, insurance companies, etc) can be provided. The charge for generating these will be billed at the doctor's hourly rate.

Follow-Up Questions

- You can contact the doctor with follow-up questions, but please keep these brief. If a question is more involved, a consult may be required.

General

- Please keep all health concern discussions to office visits.
- Note: The doctor cannot discuss your health concerns while at Sprouts Marketplace.
- Please avoid discussing other people's health concerns at the visit. You have limited time with the doctor and we want to make sure you get the time and attention needed to make you feel better.

The policies listed above have been established to ensure quality care for our patients. Should you have any questions, please contact our office.