



## *Center for Holistic Health, Nutrition & Vacaville Thermography, Inc.*

### **Office Policies**

#### **APPOINTMENTS**

**NEW:** To reserve your appointment slot, a deposit of 50% of your service fee must be pre-paid in order to book your appointment. If you need to reschedule your appointment, that deposit will continue to hold your new appointment. If you need to cancel your appointment, we will refund your deposit. If you do not give the office at minimum, 48 hour notice of your reschedule or cancellation, your deposit will become non-refundable. If you do not give 48 hour notice or are a “no-show”, you will forfeit your deposit. When you don’t show up for the time you’ve reserved, three people suffer: you, me, and the person who could have had that appointment time. We understand that things come up; we ask that you let us know as soon as you can to avoid incurring any extra fees. Please allow sufficient travel time and take traffic conditions into consideration. If you know you are running late, please call the office to let us know. We make it a priority to give you a courtesy reminder call. Please note, if you do not receive a courtesy call (because we know things come up), we are still expecting you at your scheduled appointment time unless we hear from you.

If possible, all initial paperwork must be completed, signed, and received by our office at least 24 hours prior to your appointment. If you are unable to return your paper work ahead of your appointment, please show up 15 minutes early to fill out the necessary intake forms. Our clientele is very important to us. Being of service and being available for you is our goal. As professionals we need to structure our time to meet all of our client’s needs. If you need to schedule, cancel or reschedule please **Call the office and leave a message with the receptionist or on the machine at 7074514058 or Text Christine Andrew at 7073723473 or Email Christine Andrew at [christineandrew@individualizedwellness.net](mailto:christineandrew@individualizedwellness.net)**

**Our office hours are Monday through Friday 9:30 AM –12:00, 1:30- 5:30 PM, Saturday by appointment only. Evening appointments can be scheduled in advance.**

#### **YOUR VISITS**

As a courtesy to clients with allergies and chemical sensitivities, please refrain from wearing perfumes or heavily scented products when in our office. Please turn off your cell phone while in our office.

#### **TELEPHONE/EMAIL CONSULTATIONS**

Phone consultations are sometimes necessary. A fee of \$50 may be assessed for this service depending on the issues and time involved. Times under 15 minutes are free. Emails are free and are welcomed. Some health issues may need a phone call or office visit to resolve.

#### **SUPPLEMENT ORDERS**

Please contact the office or text prior to your supplements getting low to pick up products or submitting reorders. It is best to let us know ahead of time that you are coming and what you need so that we do not interrupt sessions with clients. We can then have your order ready for pick-up. If there has been a substantial lapse of time since your last visit, we may request an office visit to update your chart.

#### **NEW HEALTH ISSUES**

If you have a new health issue, please call the office to schedule an appointment. In order for the nutritionist to properly assess the situation as well as document properly, the nutritionist needs to see you in the context of an office visit.

#### **LABS**

Please have your lab test results received by our office at least 24 hours prior to the appointment where they will be discussed. Once we receive the results, the nutritionist will review your labs. You may need to be seen to review the results and will be called to schedule a follow-up appointment. This is usually a half-hour visit and costs \$50.00.

#### **EMERGENCIES**

For life-threatening emergencies call 911. Otherwise, go directly to the emergency room. Please call the office at your convenience to inform of this event so that it can be documented in your charts.

#### **PAYMENT POLICY**

We ask that our clients pay for services at the time they are rendered. We accept cash, check, Master-Card, or Visa. We also offer payment plans for qualified individuals. Military and seniors with fixed incomes are offered discounted rates.

## FEES FOR SERVICE

Initial consultation: \$149 (Includes 1 ½ hour time, review of labs, initial assessment)

Regular hourly office visits: \$80

Post follow-up half-hour visits, seniors/military hourly rate: \$50.00

"First aid" care \$1.00 per minute up to 20 minutes

Laser Therapy: \$40. Package discounts available.

**Ask about referral discounts and package discounts.**—20% off next office visit for every referral

## RETURN POLICY

For your protection **we do not allow returns** on most supplements. We allow refunds for defects up to 30 days of purchase. We offer the highest quality supplements from several leading nutritional companies. All of our supplements are tested using QRA methods to ensure vitality and biocompatibility. Supplements require protection from heat, direct sunlight, and EMF exposure. Your practitioner spends extra time and energy to make sure all supplements are appropriate for you before you leave the office. Please make sure all your concerns are addressed prior to purchasing supplements. All returns must pass QRA testing for vitality of the product and if it passes there will be a 25% restocking fee for unopened products.

The primary reasons that returned supplements do not pass QRA tests for vitality include, but are not limited to, exposure to strong electromagnetic fields and changes in temperature. We request that all supplements be stored away from electrical appliances, Wi-Fi, any Electromagnetic equipment like cell phones, laptops, cars, and tablets.

We are committed to quality and have to ensure that our inventory contains supplements that are fresh and vital for all our clients. If supplements for return do not pass QRA testing, they cannot be resold, and no credit or refund will be offered.

Please understand that as we are working with chronic illnesses, subtle shifts happen where it appears that someone is having a reaction to the supplement. This does not mean the product is no good and a refund justified. It means that physiology is shifting and the body has had enough of that product. Or the body needs more time to adjust to the product in smaller doses.

Thank you for your understanding in this policy.

Christine Andrew, CNC