



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

## APPOINTMENTS

**NEW:** To reserve your appointment slot, the Initial Consultation fees must be pre-paid. If you need to reschedule your appointment, that fee will continue to hold your new appointment. If you need to cancel your appointment, we will refund your money if you give the office at minimum, 48 hour notice of your cancellation. If not, your deposit will become non-refundable.

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.

We request all initial paperwork must be completed, signed, and received by our office at least three work days 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 Crystal or on the machine at 707.451.4058 or Text Christine Andrew at 707.372.3473 or Email Christine Andrew at [christineandrew@individualizedwellness.net](mailto:christineandrew@individualizedwellness.net)**

**Refunds for prepaid packages are non-refundable.**

Our office hours are Monday through Friday 9:30 AM –12:00, 2:00- 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 or using perfumes or heavily scented products such as hair products and laundry fabric softener sheets when coming to our office. Please turn off your cell phone or iWatches while in our office.**

## TELEPHONE/EMAIL CONSULTATIONS

We offer Telemedicine for those unable to come into the office. This requires an additional consent form and costs the same as an office visit. For established clients a quick telephone consult or email communication is welcomed at no extra charge

## 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. Prepaying for your refills helps expedite time as well. 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 three work days 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.

## 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. Military and seniors with fixed incomes are offered discounted rates.

## FEES FOR SERVICE

Initial consultation: \$197 (Includes 1 ½ hour time, review of labs, initial assessment)

Regular hourly office visits: \$110

Seniors hourly rate: \$65.00

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

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

## RETURN/REFUND 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