



Northern Virginia Natural Health

2212 Mt. Vernon Ave
2nd Floor Suite
Alexandria, VA 22301

CLINIC POLICIES

In order to establish clear communication and understanding, the following are our office policies regarding fees, payments and scheduling.

FEES.

- First office visit (60 minutes): \$150
- Return office visit (30 minutes): \$80
- Extended return office visit (60 minutes): \$100
- Constitutional Hydrotherapy – this does not include any naturopathic consultation (50 minutes): \$50
- Occasionally, supplies will be used as part of your therapeutic visit for which there will be an additional charge. This will always be discussed this with you ahead of time, should this apply.

PAYMENT. Payment is due at the time of service for office visits and dispensary products. Accepted forms of payment include checks, cash, and credit cards (Visa, MasterCard, American Express). Invoices and receipts are provided for each transaction.

RETURNED CHECK FEE. There is a \$25 fee for each returned check.

INSURANCE. Northern Virginia Natural Health does not accept insurance. You will be responsible for payment at the time of service. Upon your request, Dr. Bennett will provide a bill that you can submit to your insurance company for possible reimbursement. If any treatment is not covered by your insurance policy, you will be responsible for payment of fees.

APPOINTMENT CANCELLATIONS. When you schedule an appointment, that time is reserved especially for you. Patients are not double-booked, except in emergencies. We ask that you respect our time by providing 24- to 48- hour notice of cancellation. If you do not provide at least 24-hour notice of your intent to cancel an appointment, you will be charged \$35 for a 30 minute appointment and \$50 for a 60 minute appointment. We will do our best to run on time as we realize that our clients have busy lives and schedules. We appreciate your patience as we try to give each person the best possible care.

PHONE CONSULTS. There is no charge for brief questions that can be answered by staff. If you are calling about a new or more involved health concern, you may be asked to schedule an appointment. There is a \$25 charge for phone calls to Dr. Bennett’s cell phone after 6pm and before 8am.

RETURNED SUPPLEMENTS. You may return unopened, unexpired supplements within thirty days of purchase for a refund except for the following items: probiotic products, suppositories, and specially ordered or assembled items such as herbal teas or tinctures.

NVNH maintains a scent-free environment, out of respect for patients with allergies and sensitivities. We ask that you refrain from wearing perfumes and colognes on the days that you will be visiting the clinic. If you smoke, we also ask that you refrain from smoking immediately before entering the clinic.

All fees are subject to change and patients will be kept abreast of these changes. If you have any questions regarding these policies, please feel free to ask.

I have read and agree to the above clinic policies. I also understand that **NVNH** is a separate entity from Pure Aesthetica, and all other businesses operating in the building, and release Pure Aesthetica and all other businesses operating in the building from liability not arising from their acts or omissions.

Signature

Date

Printed name