

Office Procedures and New Patient Information



WELCOME!!!! Thank you for scheduling an appointment. If you have any questions please ask us. We look forward to working with you toward health!!

Prior to your Initial Consultation:

1. Please complete the appropriate intake forms (health intake form, HIPPA form, and consent to treatment agreement, patient information form, and this form). These can be found at our website www.naturalhealthpartners.pro or we can email, fax or mail them to you.
2. Please send us a copy of any blood work or other lab tests that have been done within the past year. Bring these items with you if you are unable to send them ahead of time. You can download and complete the Release of Information form from our website. This form is necessary for your other doctor(s) to release information to Dr. Knight.

Parking

Ample Parking can be found on the side of the South Bay Medical Building; in addition, handicap parking is available in front of the building.

Financial Responsibility:

- ◆ I understand that many health insurance companies, including Medicare, Medicaid, and Medi-Cal, may not cover the services and therapies offered by Natural Partners.
- ◆ I understand that Natural Health Partners will **NOT** file health insurance claims for me.
- ◆ I acknowledge financial responsibility for all charges for services rendered.
- ◆ For your convenience we accept cash, checks, Visa, and MasterCard. There is a \$20 fee for any returned checks.
- ◆ Payment is due at the time of service.
- ◆ Any items from the dispensary must be paid in full upon receipt. Unfortunately, there can be no refunds for products which have been opened or for custom formulations.

Cancelled and missed appointment charges:

We encourage our patients to be responsible for their own healthcare which includes scheduling. We will give you a reminder call for your initial visit, but subsequent visits will be your responsibility to keep track of.

New Patients: Due to the significant time set aside in the doctor's schedule for new patient appointments, a 48 hour business day cancellation is required for all new patient appointments. Natural Health Partners does not double book appointment times, so when an appointment is made that time slot has been reserved for you. If you fail to keep this appointment, it prevents others from being treated. All new patient appointments that are cancelled without a 48 hour business day notice will be charged a \$100.00 cancellation fee.

Established Patients: The first cancelled appointment with less than 24 hours notice or missed appointment will be forgiven. The second and/or subsequent cancelled appointments with less than 24 hours notice or missed appointment will incur a charge of \$50. Reasonable emergencies will be forgiven at our discretion.

Phone Call policy:

Dr. Knight encourages patients to call if you have questions after your office visit. Often, clarifying issues and answering basic questions can greatly enhance the success of your health care. Due to time constraints, however, phone calls longer than 5 minutes regarding existing treatments or conditions will be billed as a phone consultation. Phone calls of any length covering new symptoms and treatment will be billed as a phone consultation.

Name: _____ Date _____
Phone #: _____ Email: _____

Patient Signature