



## Patient Orientation and Office Policies

### Welcome!

Thank you for your interest in becoming a new client.

I am dedicated to offering you expert assessment, treatment, education, and being an active participant in your healing process.

To help you to better understand my clinical approach, office policies, and procedures, and to help me assist you better, I have prepared the following information for you. Please read through it carefully and note any questions that you may have. I can address your questions during your first visit.

**1. Clinic hours:**

I see patients from 9 am – 5 pm Tuesday-Friday and one Saturday per month (please visit the website for the current Saturday schedule).

**2. Making appointments:**

Appointments can be made by calling 360.331.2464. I do not accept walk-ins.

When the clinic is closed, please leave a message, and it will be answered during regular business hours.

**3. Contacting me directly:**

I can be reached at 360.331.2464 during my office hours. If I am not available, I am either with a patient or out of the office. Please leave a message on my personal voice mail, and I will return the call promptly.

**4. Payment:**

Payment in full for all clinic services, including supplements, is expected at the completion of the visit. Payment plans and sliding-scale fees are available if discussed in advance of the appointment. Payments may be made by **cash** or **check**. Any checks returned due to insufficient funds will be a charged a \$30 fee

**5. Fees** (may be subject to change):

INITIAL OFFICE VISIT:	
<b>Initial Comprehensive Health Assessment and Report of Findings</b> (2 appointments totaling 3 hours, with an additional hour spent by Dr .Rabinovich for case analysis)	\$230
<b>-OR-</b>	
<b>Initial 60-minute Visit (acute)</b>	\$155

FOLLOW-UP OFFICE VISITS:			
10-15 minutes	\$40	35-45 minutes	\$80
20-30 minutes	\$60	50-60 minutes	\$100
Additional 15 minutes	\$20		



**6. Cancellation/Rescheduling Policies:**

I do my utmost to ensure that you receive the most effective care. Because of the quality of the care that I try to give each of my patients, I can only schedule a limited number of patients each day. In consideration of this, I request that you show up for your appointment on time. I ask that you give me 24 hours' notice (not including weekends or holidays) if you need to cancel or reschedule an appointment. Any late cancellations, no-shows, or no-calls will be charged \$50.

**7. Emergency Services:**

Dr. Rabinovich does not have after-hours or emergency services. In a medical emergency, please go to the emergency room or call 911.

**8. Insurance:**

Many insurance companies cover naturopathic care. I do not bill insurance for multiple reasons: 1. I have found that working with insurance companies limits my practice of "the art of medicine." 2. Not billing insurance allows me to keep fees for my services very low for **everybody**. I do not want my patients who do not have insurance or who choose not to use their insurance to carry the burden of the higher costs associated with insurance billing. **HOWEVER**, after receipt of payment I can give you an invoice that **you may submit to your insurance company for reimbursement**. Subscriber claim forms are available at [www.whidbeydoctor.com/patients.htm](http://www.whidbeydoctor.com/patients.htm) as well as from your insurance company.

**9. Pharmacy Policy Return on Pharmacy Items:**

Pharmacy items that have been opened or where the seal is broken cannot be returned.

**10. Visits:**

Unless you are coming in for an acute visit, your initial visit actually consists of two sessions. During the first visit, the **Initial Comprehensive Health Assessment**, I review your main health concerns and goals, conduct a physical exam as well as a **Functional Blood Analysis** and other tests as necessary to recognize your state of health. During the second session I discuss the **Report Of Findings** with you. You can expect to spend 1 ½ - 2 hours with me during the first visit, and ½ - 1 hour during the Report of Findings. Follow-up visits generally take between 15 and 60 minutes, and consist of fine-tuning nutritional and medical prescriptions as well as cranial, homeopathic, and other treatments.

**11. Fragrances:**

Please do not wear perfumes, scented body lotion, or other strongly scented body products during your appointment. Fragrances contain toxic chemicals that are easily inhaled and absorbed through the skin. Because many of my patients are chemically sensitive, I appreciate your consideration of this issue.

**12. And lastly, please bring to your first visit:**

- a. Copies of medical records, labs, imaging studies, and other health evaluations performed within the last 12 months.
- b. All medications and supplements in their original containers.
- c. Completed **Patient Profile** and **HIPAA Acknowledgement**. If you did not receive these in the mail or download them from [www.whidbeydoctor.com/patients.htm](http://www.whidbeydoctor.com/patients.htm), please allow 30 minutes prior to your appointment to fill out the necessary paperwork.

I look forward to providing you with excellent, individualized, health care.

In health,

Jennifer Rabinovich, N.D.