



## Rogue Natural Medicine Patient Policies

### **COMMUNICATIONS POLICY:**

Effective communications are the backbone of successful health care. And in the current technological age it seems there are no shortages of ways to communicate. This can be a blessing, but can also create a less than ideal situation when transmitting your protected health information (PHI), as many of these modes of communication are not secure. We at Rogue Natural Medicine understand what is at stake, and that is why we go to great lengths to keep your PHI secure.

#### **Phone/Voice Mail:**

This is the standard mode of communication, the most official, the most timely and generally the most secure. If you need to potentially share PHI, a phone call is appropriate.

**\*Note:** Telephone support is to assist in clarifying recommendations made during an office visit. If new material is covered or an extended amount of time is required over the phone, it will be billed at the same rate as an office visit.

#### **Texting:**

Texting is very non-secure and currently an unacceptable form of communicating with Rogue Natural Medicine. The only exception is during the day of your appointment for brief, non-PHI communications in regards to your appointment (such as letting us know you are running a couple minutes late, etc.).

#### **Email:**

- Standard email is not a secure mode of communication.
- We ask that you refrain from using standard email services for all purposes that may include the transmission of your PHI. Email is fine for setting up appointments, letting us know what supplements you need more of, asking questions that don't require discussion, clarifying recommendations made during an office visit and other basic non-PHI related purposes.
- When communicating with us via email, please clearly identify yourself in your email.
- We may use email to provide you with appointment reminders, provide clinic updates, and answer questions.
- Do NOT seek emergency help through email. Call 911 instead.
- Please be aware that we may not check email on holidays, days off or after hours.
- If we need to email you any material that is PHI-related (lab results, etc.), we will use a secure, encrypted email so that your information is not compromised.
- You may still choose to use a standard, non-secure email for communications involving PHI (though we don't recommend it). If you do so, it will be treated as official communications and may be included in your medical chart.

**PAYMENTS:**

All payments are due in full at the time of service (visits, phone consults, labs, supplements, administration fees, etc), except for the initial new patient visit which is due prior to scheduling your appointment. Dr. Kunkel accepts cash, checks and credit/debit cards. Returned checks will be subject to a \$25 return fee.

**HEALTH INSURANCE:**

In order to provide patients with the best care possible, Dr. Kunkel has chosen not to participate with the health insurance system. In order to enter into an agreement for health services rendered by Dr. Kunkel, you agree to be solely responsible for payments in full to Dr. Kunkel with no expectation for insurance reimbursement. Dr. Kunkel does not provide paperwork sufficient for most insurance companies to pay on claims. This was a hard decision for Dr. Kunkel to make, but he believes it is the best decision in allowing him to continue to provide excellent and in-depth service to his patients.

**\*Please note, Dr. Kunkel will not be able to consult with your insurance company to assist in reimbursement.**

\_\_\_\_\_ I agree to the above policy regarding health insurance and still choose to  
(initial) seek Dr. Kunkel's services.

**LABORATORY ORDERS:**

Dr. Kunkel has searched out the best laboratory providers for both quality and cost. Many of these labs can not be found anywhere else for a lower non-insurance price. All lab fees are prepaid in full directly to Dr. Kunkel. If you have a primary care physician where most of your labs have been covered by insurance, Dr. Kunkel is more than willing to provide you with a list of labs he would like you to perform, so that you may ask your primary care physician to order them for you.

**SUPPLEMENT POLICIES (including returns/exchanges):**

Dr. Kunkel prescribes professional quality supplements specific to each person's needs. Most are available at the clinic or at Dr. Kunkel's online medicinalary.

- If we need to send supplements to you that aren't available from our online medicinalary, shipping and handling will be charged on orders under \$200 (Free S/H over \$200).
- If you find that you need to return any new, unopened, non-refrigerated items that you purchased from us, you have 30 days from time of purchase to contact us. A 15% restocking fee will apply. The amount refunded will be in the form of a credit that can be applied to future purchases.
- Special order and refrigerated items cannot be returned.
- If you react poorly to and cannot tolerate a product Dr. Kunkel prescribes, let us know within one week of receiving it and we will provide you with a credit worth 50% of the sales price of that product. You will need to return the unused portion of the product to Dr. Kunkel in order to receive the credit.

**MEDICAL RECORDS:**

Medical records are available upon request at a cost of \$0.10 per sheet.

**CANCELLATIONS:**

Our goal is to provide you with exceptional individualized care in a timely manner. We understand that life is full of complexity and we have no problem working with you to adjust your appointment time. However, no-shows, late shows and last-minute cancellations may inconvenience other patients who need access to care. We ask that you contact Dr. Kunkel's office at (541) 727-1893

