



OFFICE POLICIES

Tom's Tonics-A Modern Apothecary, LLC 6384 Mill Street, Rhinebeck, NY 12572

Phone: 845-876-5556 Fax: 845-876-5559 email: info@drfrancescott.com

Satellite office: *Bambini Pediatrics 207 Washington Street, Suite 103 Poughkeepsie, NY 12601*

Welcome to Dr. Tom's Tonics

Whether you have a long history with naturopathic medicine or first-timer with it, we hope that your experience in our office helps you on the path towards better health. There are six basic principles of naturopathic medicine: *First Do No Harm, Find the Cause, Treat the Whole Person, The Healing Power of Nature, Doctor as Teacher, and Prevention.*

Commitment to Change

Policies are necessary for any office to run effectively. However, it's important to keep in mind the goals of the office. We are here to help people change in positive ways. To be committed to positive changes means openness, collaboration and personal responsibility. Ultimately, your health is your own responsibility. Our job is to facilitate your personal path to wellness.

PLEASE BRING TO YOUR FIRST VISIT

- 1. Your completed Patient Health Profile (adult or pediatric)**
- 2. List of any medications with dosages**
- 3. Bottles of supplements and natural remedies you are taking**
- 4. Pertinent laboratory tests and/or imaging reports from your doctors**
- 5. Signed copy of this office policies and informed consent forms**

Download the Patient Health Profile from our website www.drfrancescott.com (under ***Become a patient***) and fill out at a convenient moment. It will take 15-30 minutes, so please allow enough time. If you cannot download the form, call our office and we can mail you one or you may come in 30 mins before your appointment to fill it out.

The doctor is very conscientious of your valuable time, and we make a strong effort to run on time with appointments. The time spent during your initial visit is best utilized when the paperwork is completed prior to your arrival.

Hours of Operation

Dr. Tom's Tonics, is open Monday-Friday 9am-5pm for appointments and product purchases. The doctor see clients monday through fridays, with tuesdays at Bambini Pediatrics in Poughkeepsie, NY. Saturday visits are available by appointment.



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Late Cancellations & No-Show Fee Policy

When you schedule an appointment, we reserve that large block of time for you. Our office staff will request a credit card at time of scheduling to “hold” your appointment to honor and respect the time set aside for you. Our staff will make reminder phone calls a day before appointments.

We do require at least 24 business-hour notice to cancel a booked appointment. Certain exceptions do apply (i.e.. snowstorm, power failure, traffic accident, etc.). Less than 24 hours notice will result in full charge for missed appointment.

In the event of a no-show or lack of cancellation of an appointment, there is a full charge for the type and length of missed appointment.

Please avoid wearing perfume, colognes, any other scents

We cater to many patients with allergies and environmental sensitivities. Products like this are extremely offensive and may produce significant adverse reactions in these patients. This includes essential oils.

Pharmacy shipping policies

Shipping & handling charges for mailing pharmacy items will be free for orders over \$100 and otherwise approximately \$7-10 for most packages to most locations. If the shipping charge differs from this substantially, then our office will notify you before shipping. Overnight shipping is substantially more.

Financial Responsibility & Billing

Charges will be based on length & type of visit, pharmacy items, and any other procedures performed.

Payment is required at the time of service unless other arrangements have been previously made. Please note for all dispensary items, payment is due at time of purchase. We accept cash, check, credit/debit cards (Visa, MC, American Express), and paypal.

We do not directly bill any insurance plans. We will be happy to give you a copy of your bill with proper codes that you may submit to your insurance company for reimbursement.

There is a \$25 fee for returned checks for non-sufficient funds.