



Vitality Natural Health and Wellness Center, LLC

“Promoting health and wellness through enhancement of the mind, body and spirit.”

NEW PATIENT OFFICE POLICY

Appointments/ Cancellations:

We consider it an honor and privilege to be of service and hope for a long and mutually satisfying relationship. We spend an inordinate amount of time and energy with each and every one of our new patients because we are committed to providing the highest quality care. Your appointment time is dedicated specifically to you. We do understand that there may be extenuating circumstances; however, we request that any cancellation or rescheduling of your appointment be made at least 24 hours in advance. We value your time and hope that you value ours! Missed appointments or appointments cancelled less than 24 hours in advance affect us all and prevent us from being able to serve others in need. Because of this, we have created a cancellation and missed appointment policy.

All scheduled appointments require a credit card to hold the appointment time that is scheduled specifically for you. If you are not able to keep your scheduled appointment, please notify us within 24 hours of the appointment. Cancellations with less than 24 hour notice or missed appointments are subject to a \$50.00 cancellation fee for naturopathic visits and \$25.00 for all other appointment types. If you are new to our practice and cancel or are a no-show within 24 hours of your first visit and wish to reschedule, full payment for the office visit will need to be made at the time of rescheduling. We appreciate your consideration of our time and will express the same consideration for yours.

Initial Consultations:

The initial consultation includes the initial health assessment where Dr. Dengler will take a comprehensive look at your medical history as well as the physical, mental, emotional, environmental and lifestyle factors affecting your condition. Following the initial consult, Dr. Dengler will analyze the case and create an individualized healthcare plan for the patient which may include diet changes, nutritional supplements, exercise, and lifestyle and stress management recommendations. The patient will need to schedule this follow-up appointment to review the healthcare plan (must be scheduled within 60 days of first appointment).

Phone/ Email Support:

Phone support is included for you during the first month of chronic treatment or the first week after an acute visit. This is intended to aid in answering any questions or concerns that may arise or to clarify instructions. This is not intended to take the place of an office visit. Phone consultations/ emails that *cover new material, require new information, or take an extensive amount of time to answer* are essentially substitutes for office visits and require the same time and expertise as office visits. These will be billed at a minimum of \$35.00, and may be billed at the same rate as the visit for which they substitute. For example, an extensive call that substitutes for a limited visit will be billed at \$75.00.

Fees:

- Initial Consult (75 minutes) - \$150.00 (Child 10 and under...\$100)
- First Follow-up Appointment (45 minutes) - \$75.00 (Child 10 and under...\$50)
- Acute Consultation - \$90.00
- Nutrition Consultation - \$85.00
- Nutrition Follow-up Appointments - \$55.00
- Nutrition 3 Session Package - \$175.00
- Constitutional Hydrotherapy - \$55.00
 - Package price for a series of 3 - \$145.00
- Lactation Counseling Education session (pre-baby) - \$50.00/ With baby - \$60.00/ Follow-up sessions - \$40.00
- Infrared Sauna 30 minute session/ 45 minute session - \$15.00/ \$20.00
 - Package of 10 (30 minute session)/ (45 minute session) - \$100.00/ \$150.00
- Follow-up Appointments
 - Extended (60 minutes) - \$95.00
 - Limited (45 minutes) - \$75.00
 - Brief (30 minutes) - \$55.00
 - Phone Consult (minimum) - \$35.00
 - Email Support (unlimited for 1 month) - \$50.00

Changes in Service Fees:

Service Fees are subject to change.

Payment:

Vitality Natural Health and Wellness Center is a cash based office. **Payment is expected at the time of service.** Payments may not be reimbursable by an insurance provider in the state of Pennsylvania. For your convenience, our office accepts cash, personal checks and following credit cards: Visa, MasterCard, and Discover. We charge what is usual and customary for our community. We are sensitive to those with special financial needs and will consider a sliding scale for qualified individuals. If you are having financial hardship or are unable to pay in full, you will be asked to sign a payment plan. In addition, there will be a \$50.00 charge for all returned checks for insufficient funds.

Training of Residents and Interns:

Dr. Melissa Dengler, ND may at times supervise resident doctors and student interns. Patients will be advised prior to their appointment and may choose whether or not to have the resident or intern as part of their health care team for the appointment.

In Case of Emergency:

In the case of an emergency, please contact Melissa Dengler, ND at the following number for emergencies only: 814.720.4825. If you are unable to contact Dr. Dengler, patients are instructed to call 911, proceed to the nearest Emergency Room or Urgent Care Center, or contact a primary care physician with whom a relationship has been previously established.