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Dr. Cheri King truly cares about providing the highest quality care. Please take a moment to read the policies below so she can better serve you.

## Office Policies

- **Appointments:** A dedicated appointment time has been reserved for you and I ask that you give **24 hours advance notice** if you need to cancel. If you miss your appointment or cancel less than 24 hours in advance, your account **will be charged \$50**. However, this fee will be waived if you miss your appointment due to an emergency.
- **Telephone:** Dr. King is available for a brief telephone conversation to clarify any questions you may have. However, if the phone conversation goes **beyond 10 minutes** or substitutes for an office visit, then you will be billed normal office visit rates
- **Email:** If you choose to email Dr. King, she is happy to answer brief questions or clarify your treatment plan. She normally responds within 24 hours. Dr. King uses a secure HIPPA compliant email, however your email may not have the same security and could be subject to “hacking” from an outside party. If you prefer more security, it is best to call or use the communication tool within the patient portal.
- **Payment & Insurance:** Payments for TeleHealth (Zoom) or in-person office visits are due at the time of service. Dr. King does not accept insurance. However, she does accept HSA/FSA cards as well as Visa, MasterCard and American Express. For your convenience, a “superbill” can be provided with the appropriate ICD-10 and CPT Codes for you to submit to your insurance company for reimbursement.
- **Supplements:** Supplements prescribed by Dr. King are delivered to you via a quality third party medinary called FullScript. FullScript maintains a comprehensive inventory, ships promptly and properly stores their products to maintain potency and efficacy. FullScript is also happy to accept returns that are **unopened, non-heat sensitive/non-perishable** and have been purchased within the last **30 days**. Products shipped from Dr. King’s office are returnable under the same criteria as FullScript unless they are custom formulated especially for you. In those cases, they are non-returnable and non-refundable.
- **Emergency Care:** Dr. King does **not** provide emergency medical care or after-hours treatment. If you are concerned that you may be experiencing a medical emergency, **call 911**. If you are not experiencing a medical emergency, you may email, text or call Dr. King’s office and she will contact you within 24 hours.

Dr. King is also involved in teaching, writing and research. I authorize Dr. King to use my medical case in her **writing, teaching or research**. I understand that all **identifying information will be removed** and I will remain anonymous. **Please initial if you agree to this:** \_\_\_\_\_

By signing this form, you are agreeing to the Office Policies for Dr. Cheri King, ND.

\_\_\_\_\_  
Print Patient Name

\_\_\_\_\_  
Patient or Guardian Signature

\_\_\_\_\_  
Date