

# D y n a m i s H o m œ o p a t h i c , L L C

Office@higher-health.com | 919.286.7626 | www.Higher-Health.com

## Office Policies

### Business Hours

We see patients by appointment during normal business hours on Tuesday, Wednesday, Friday and Saturday, and we take calls on Monday and Thursday.

### Videoconference Appointments

In the time of Covid, all appointments will be by Zoom videoconference. Please treat the time of your appointment as if you were visiting a medical office: Arrange for a quiet space in which to discuss your HIPAA-protected medical details, ensure that you have good internet or phone coverage and arrange for any child care necessary beforehand. Patients will bear the full cost of appointments that cannot be conducted because of poor telecommunications, lack of private space or constant disruption.

*Under no circumstances will appointments be conducted while the patient is driving a motor vehicle, regardless of hands-free equipment.* Any patient who is driving will be asked to reschedule to a time when they can talk safely. Appointment fees will still apply.

### Emergencies (see also After-Hours Consultations below)

Our office is not outfitted to handle medical emergencies or give immediate assistance. If you have an emergency, please call 911 before calling the homeopath. While homeopathic medicine is very helpful in emergencies, the first priority in an emergency is getting help quickly.

If you have a home remedy kit (recommended: <https://www.helios.co.uk/shop/basic-36-kit>), a quick call to the homeopath after calling 911 might be very useful. And the homeopath is quite happy to make a home or hospital visit as soon as possible after a crisis.

### Followup Calls

If you have questions about your remedy, the homeopath is happy to take phone calls. We also field questions by email. Replies requiring more than 10 minutes will be billed at \$25 per 10 minutes.

### **\*We Cannot Take Insurance\***

We cannot take medical insurance, and we will not provide documentation of care. This includes but is not limited to insurance companies, government programs and health shares. *Because of the legalities involved, this policy is absolutely non-negotiable.*

### **Case Transfers**

Should you wish to transfer to another homeopath, a summary of your case will be provided to your new homeopath upon request. Such a summary contains only the names of remedies given and a general assessment of the action of each remedy. Under no circumstances will such documentation be provided to any individual or entity except you or your new practitioner. The cost for making a case export file is \$25 per patient.

### **Payments**

A credit card is required to make an appointment, and payment is due at the time service is rendered. If you cannot pay by credit card, please make arrangements with the office staff. Bounced checks incur a \$50 fee.

### **Shipping Remedies**

If you live at a distance from the office, we are happy to ship your remedy via U.S. Postal Service. The fee for shipping up to three remedies is \$10. Please note that in order to avoid conflicts with postal regulations, all remedy bottles are shipped without liquid. Instructions are included.

### **Missed Appointments**

We accept changes and cancelations up to twenty-four (24) hours before your appointment. **Missed appointments are billed at the full cost.**

### **After-Hours Consultations** (see also Emergencies above)

We try to be available as much as possible and will always return a call when an after-hours consultation is requested. Please note that there is an additional fee of \$49 for an after-hours consultation, in addition to the normal appointment fees.

In any medical emergency, please call 911 before calling the homeopath. If you would like an appointment when the office is closed, please call the office number (919.286.7626) and follow the directions for requesting a call-back. Please note that life and circumstances often prevent us receiving messages promptly, especially in the evenings.

### **Working with Children**

Please see the separate document, *Treating Kids with Homeopathy*, for our recommendations and policies around working with children. If you are seeking treatment for a child, we may ask that you receive treatment first.

### **Complaints Procedure**

If you feel you have not been cared for properly, you may contact the national certifying body for professional homeopaths in North America, the Council for Homeopathic Certification. The CHC is online at [www.homeopathicdirectory.com](http://www.homeopathicdirectory.com). Their phone number is (866) 242-3399.