

D y n a m i s H o m œ o p a t h i c H e a l i n g

TreatingPeople@gmail.com | 919.286.7626 | www.Higher-Health.com

Office Policies

Business Hours

We see patients on Tuesday, Wednesday, Friday and Saturday, 9 a.m. - 5 p.m., by appointment. Appointments may be in the office itself or by videoconference. We try to answer the phone during normal business hours but must often return calls after 5 p.m.

Videoconference Appointments

If you live more than three hours from Durham, or if your circumstances prevent you traveling, we can provide consultations by videoconference. If you have scheduled a virtual consultation, we will provide you with a link to a Zoom conference. *If you will be doing your intake appointment remotely, please ensure that you have a good internet connection in a private location where you can discuss medical details.*

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 homœopath. While homœopathic medicine can be helpful in emergencies, the first priority is always 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 homœopath after calling 911 might be very useful. And the homœopath 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 homœopath is happy to take phone calls on office days. We also field questions by email. As long as the consultation is brief, there is no charge for calls or emails. Replies requiring more than 10 minutes will be billed at \$15 per 10 minutes.

Payments

Payment is due at the time service is rendered. Payments are accepted in cash, check or credit card. Bounced checks incur a \$50 fee. *Please note that medical insurance does not cover homeopathic care. We cannot provide medical documentation for your insurance company.*

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 two remedies is \$10. Please note that in order to avoid conflicts with postal regulations, all remedy bottles are shipped without liquid. Instructions will be included.

Missed Appointments

One of our biggest costs is missed appointments. We send out frequent (some might say, obnoxious) appointment reminders by text and email. We ask that you respect our time and our need to schedule efficiently by please giving 24-hour notice to cancel. Missed appointments are billed at full cost.

After-Hours Consultations (see also Emergencies above)

We would love to be able to provide 24-hour consultations, but we are only one homœopath using the royal "we." 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 followup fee.

In any medical emergency, please call 911 before calling the homœopath. If you would like an appointment when the office is closed, please call the office number (919.275.5966) 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.

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. Their phone number is (866) 242-3399.

Acknowledged: _____

Date: _____