

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

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 only*.

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 videoconference. *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 safely.*

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 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 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. Replies requiring more than 10 minutes will be billed at \$15 per 10 minutes.

We Cannot Take Insurance

We cannot take medical insurance, and we will not provide documentation of care to any non-homeopathic entity. 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.

Payments

Payment is due at the time service is rendered. Payments are accepted in cash, check, credit card or online payment (Paypal, Venmo). 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 two 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

Missed appointments are billed at full cost. We send frequent appointment reminders by both email and sms text, and twenty-four hours notice is required to change or cancel an appointment.

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 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.

I understand and agree to abide by the policies herein. I understand that Dynamis Homœopathic, LLC, will not communicate in any way with any company that provides medical insurance. If I choose to pay for homeopathic care with a credit or debit card issued by a Health Savings Account or similar entity, I take responsibility for any denial of payment by said company. I further understand that Dynamis Homœopathic, LLC, will not provide documentation of care to any such company, government entity or non-homeopathic entity.

Signed: _____

Date: _____