



MEDITRINALIA NATUROPATHIC

Integrative Healthcare Practice
Dr. Les Witherspoon N.D.

Patient Policies

Insurance

Co-payments, Co-Insurance and Deductibles

All co-payments are due at the time of service. Remaining balances are due upon receipt of your Meditrinalia Naturopathic statement. For your convenience we accept cash, checks, debit cards, and most credit cards, including HSA cards.

Uninsured patients

If you don't have insurance coverage, please be prepared to pay for your visit at the time of service. Sliding scale payments are available for uninsured patients with financial constraints. If you would like to be considered for our sliding scale fee option, please ask for an application form prior to receiving treatment.

Annual Physical and Preventive Care

Some medical plans do not provide reimbursement for annual physicals or other related services, such as some labs or vaccines, or supplements or tinctures. Please be aware of your specific benefits and limitations to avoid being held financially responsible.

Advanced Beneficiary Notice and Waiver Forms

Certain visits and procedures may not be covered by your insurance plans. You may be asked to sign a form that states you could be financially responsible for services provided.

Referrals

Some insurance plans require you to have a referral or a pre-authorization prior to your appointment. It is your responsibility to ensure this has been obtained. If we do not have this required referral or pre-authorization then your insurance carrier may deny payment, and the resulting balance becomes your responsibility.

Prior to your visit, please call your insurer and verify your copay/deductible, as well as that you have covered benefits for Dr. Les Witherspoon ND.

Missed Appointments

We require a 24 hour notice if you need to cancel or reschedule your appointment or procedure. If appropriate notice is not provided you may be subject to a No Show Fee in the amount of \$75.00.

Payment and Billing



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Returned Checks

There will be a \$25 charge for checks returned due to non-sufficient funds (NSF), closed accounts, etc.

Special Payment Arrangements

We understand that there are times you may not be able to pay your bill in full. It is your responsibility to call the office to make special payment arrangements.

Motor Vehicle and Third Party Billing

Motor vehicle and third party injury claims are your financial responsibility. We will provide documentation for you to submit as evidence of services rendered in order to have claims paid. We do not do third party billing.

Online Billing

We now offer online bill payment through Square Invoice.

Treatment Disclosures

Dr. Les Witherspoon may perform the following specific procedures as necessary to facilitate diagnosis and treatment of your condition:

- **Common diagnostic procedures:** e.g. venipuncture, Pap smears, referral to radiography, laboratory, x-ray.
- **Minor office procedures:** e.g. skin injections, suturing, cleaning, and dressing a wound, ear lavage, skin biopsies, skin cryotherapy, wart treatments.
- **Medicinal use of nutrition:** e.g. therapeutic nutrition, nutritional supplementation, and intramuscular vitamin injections.
- **Medicines:** e.g. pharmaceutical or botanical substances such as teas, alcoholic tinctures, capsules, tablets, creams, plasters, or suppositories.
- **Lifestyle counseling and hygiene:** diet therapy, promotion of wellness including recommendations for exercise, sleep, stress reduction, and balancing of work and social activities.
- **Physical medicine:** e.g. massage, hot and cold therapy, stretching, manipulation.
- **Vaccinations:** Dr. Witherspoon strongly supports vaccinations for adults and children, according to the recommended schedules.

The potential risks and benefits of these procedures as described below:

- Potential risks: allergic reactions to prescribed medicines, side effects of medications or vaccinations, aggravation of pre-existing symptoms, discomfort, pain, infection, burns, nausea, light headedness, inconvenience of lifestyle changes, injury from injections, venipuncture, or procedures. Notify us if you experience any symptoms that may be secondary to the above procedures.
- Potential benefits: restoration of health and the body's maximal functional capacity, relief of pain



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and symptoms of disease, assistance in recovery from injury and disease, and prevention of disease or its progression.

- Notice to pregnant women: All female patients must alert the doctor if they know or suspect that they are pregnant as some of the therapies used may be a risk to the pregnancy.

Practice Policies

Phone, Email, Patient Portal

In order to keep your protected health information safe and private in accordance with federal and state law, we follow HIPAA procedures. What this means is that we communicate with you through phone calls, the patient portal, US Postal Service, and avoid regular email and texting. For various reasons, the last two are more insecure ways to communicate.

You can use the patient portal to send secure email messages to the doctor, check your lab results, and see visit summaries and treatment plans. You can also send a message to request an appointment. You can also call the office as well at (206) 910-6176, option 1.

You have the right to request that we use (regular) email to communicate with you, if you are willing to sign a waiver stating that you understand that it is an inherently insecure method to communicate.

Phone Calls

You understand that Dr. Witherspoon uses phone calls to communicate lab results to you as well as to reach you about critical matters such as medications and follow-ups. We ask that you check voicemails left by our practice, as well as messages sent through the patient portal. If you do not have a working voicemail, please set one up, or give us permission to contact someone who can pass a message on to you. While we do use the patient portal to share lab results and to communicate, we do not use it as the initial way to contact you about crucial, vital, time-sensitive matters around diagnosis, treatment, or follow-up.

If you are having a life threatening emergency, please call 9-1-1.

For urgent medical concerns, that cannot wait until the next business day, call (206) 910-6176 and select option 2. Enter your number beginning with the area code and state your name and brief request. This will ring the doctor's personal phone directly, including at 2 am, so only use this for *urgent* situations. For refill requests, appointment requests, and general questions, please leave a message on the general mailbox number.

Phone calls that you make to the doctor, that replace a visit or result in a diagnosis or prescription, may be billed to your insurance or charged to you, unless they result in an office visit within the next 7 days for the condition you called about. Not all insurances pay for "virtual visits". Phone calls that we make to you, or that we ask you to make to us, will not be charged.

Patient Portal messages and use

Do not use patient portal messages for urgent medical concerns or life threatening emergencies. Patient portal messages are great for updating the doctor, just saying "Hi!", asking questions about your bill, or



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requesting appointments.

If you were recently (e.g. less than two weeks) seen in the office and have a simple question about a your treatment plan or condition, we can usually answer that by patient portal message. If it is a more complex question or you have new symptoms, then you may be asked to set up an appointment.

Referrals

With rare exceptions, if you would like me to refer you to a specialist, I will need to see you and evaluate you before making the referral. None-urgent referrals usually require 2 business days before being sent out.

Labs

Most labs are ordered through standard laboratory services, such as Labcorp/Dynacare, PacLab and Quest. These are billed to your insurance. At times specialty labs may be ordered. These may not be covered by your insurance. While every effort will be made to ensure that you know ahead of time which labs are likely to be covered by your insurance and which are not, we cannot guarantee coverage.