



## Magnolia Natural Medicine Policies and Fees

We plan for your experience at Magnolia Natural Medicine to be an excellent one and wish to fully inform you of our fees and payment policies described below.

### PAYMENT

- We accept payment by credit card, debit card, check, or PayPal.
- Checks denied for lack of funds will incur a fee of \$35.00.
- All balances must be paid *at the time of service*.

### COMMUNICATION

- **Off hours** – All off-hours calls (before 7 am, or after 7pm, 7-days a week) unless specifically instructed by your doctor, **will be charged a \$75 fee for this service**. Phone calls are not billable to insurance. Voicemails that are left to be returned in 24 hours are not included in this fee.
- **EMAIL** – *Email correspondence is not appropriate for urgent medical needs!* Short emails regarding follow-up on treatment plans or *as requested by your provider* are acceptable. Emails are reviewed and responded to in the order in which they were received. Email is not appropriate for new healthcare symptoms or concerns. If you have a new concern or question, please call to make an appointment.
- **Phone Consults** – Phone consults are available for established clients only. There is a minimum \$80/30min fee for this service.

### INSURANCE

- At this time Naturopathic services are not reimbursable by insurance in the state of Virginia. You are welcome to contact your insurance provider to see if any part of our preventative coverage can be used and we can provide a superbill for you to obtain possible reimbursement; however, please be advised it is unlikely our services will be covered by insurance.

### CANCELLATION

- Magnolia Natural Medicine requires **24 hours notice, received during normal business hours**, for any established patients to cancel or change an appointment. Appointments cancelled with less than 24 hours notice or those missed entirely will be charged a \$45 missed appointment fee. This applies regardless of whether or not you received a phone or email reminder.

Brian Keenan, N.D.  
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## **Purchase & Return of Dispensary Items/ Products**

- All dispensary items must be paid for at the time of purchase or through a patient's generated Wellevate account with Emerson Ecologics. Credit on account will be given for unopened items in perfect condition if returned within 30 days. No credit will be given for items returned after 30 days or if package is opened or damaged for sanitation reasons.

## **Mailing of Dispensary Items**

- All dispensary items must be paid for before we can ship them to you. If patient consents we will use your card on file for these transactions, you are also responsible for shipping costs.
- Alternatively, Patients have the option to create a Wellevate account through Emerson Ecologics and order recommended supplements through their secure portal.
- We will mail requested refill items after payment is received, plus postage. Unfortunately, we cannot be responsible for your reception of these items. We cannot re-send or refund if the shipment fails to reach you.
- We currently use an online portal for the shipping of supplements called Wellevate, if a shipment fails to reach you, you must contact the Wellevate (or its parent company Emerson Ecologics) to find out the status of a missing package.
- Magnolia Natural Medicine is not responsible for any lost or damaged supplements.

I have read and understand the Policies and Fees of Magnolia Natural Medicine:

**Signature:**

**Date:**

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