

## **OFFICE POLICY**

Dr. Penney Stringer is a Functional Medicine consultant and cannot be your primary care provider. We require that you have a primary care doctor. If you have an urgent medical concern, you will need to contact your primary care physician or the nearest urgent care or emergency room. If you have a medical emergency, please contact 911 or go to the nearest emergency room. Our office takes generally 1-2 business days to respond to your inquiries.

## **OFFICE HOURS**

Tuesday- Friday 9am-5pm.  
We are closed on Mondays.

## **CANCELLATION POLICY**

48 hours' notice is required for a changed or cancelled appointment. A cancellation fee of \$120 will be charged for a missed appointment. If you need to cancel a Tuesday appointment, please call by Friday to let us know.

## **PRIVACY POLICY**

We take your privacy seriously. Please review our policy here. We only accept communications through our phone system or secure patient portal in order to protect your health information once you become our patient.

## **TELEMEDICINE APPOINTMENTS**

Telemedicine appointments are available to patients residing within Washington or Oregon. All other patients are required to have their initial appointment in person.

## **LAB TESTS**

Lab tests may or may not be covered by your insurance. We will discuss the necessity of any test and its cost with you before ordering it and we promise to be cost conscious without compromising your care.

## **SUPPLEMENTS**

We offer an online supplement dispensary through Fullscript.com. We hold our choices of supplements to the highest standards in terms of bioavailability, good manufacturing practices, and quality control and sourcing.

## **MEDICAL RECORDS AND FORMS REQUEST**

The administrative cost for filling out uncomplicated forms, including drug prior authorizations, and sending Medical Records is \$40. Please allow up to 10 business days after you have signed the release form to receive records or forms.

## **INSURANCE BILLING**

Dr. Stringer is currently contracted with Aetna, Anthem, Asuris, Blue Cross and Blue Shield, Premera, Regence, and United Healthcare Only. For all other insurance companies, she is considered out of network.

It is the patient's responsibility to contact his/her insurance company prior to the first appointment to verify that Dr. Stringer is a preferred provider and to determine one's co-pay. It is also the patient's responsibility to update their insurance status as needed with our office.

Dr. Stringer has opted out of Medicare. Our services are not eligible for Medicare reimbursements.

We will require payment at the time of scheduling, including any copays.

Upon request, we will provide the proper documentation (an itemized super bill) for you to submit to your insurance company directly for reimbursement. We do not guarantee reimbursements from your insurance company.

We do not bill secondary insurances.

You can also utilize your Health Savings Account to pay for our services, lab tests, or supplements.

All payments are due at the time of scheduling an appointment or at the time of registration for a course or program. Our office accepts cash, check, Visa, or Mastercard.

Dr. Stringer's rates are as follows:

New patient visit: 60-75minutes: \$400  
( which will include review of records and formulation of plan)

Follow up visit: 30 minutes \$160

Follow up visit: 45 minutes \$240

Follow up visit: 60 minutes \$320

Acupuncture/ Craniosacral visits: 45-60 minutes \$180

Your Gut is Your Gateway Total Gut Reset Program ( 6 months): 1799\$  
( 579\$ at time of registration then 250 each month for next 5 months)

Hormones in Harmony Detox Program ( 4 weeks): 249\$

Mindful Metabolic Reset Program ( 10 weeks): 799\$

Health Coaching Sessions: 60minute \$110

## **NEWSLETTERS**

Dr. Stringer sends out periodic newsletters and announcements with articles on health-related topics as well as upcoming classes and special offers. If you do not wish to receive these newsletters, please let our office staff know and we will remove your email from our mailing list. Your email is completely private with us and will never be shared or sold.

## **PRESCRIPTION REFILL POLICY**

Please call your pharmacy and have them fax us a refill request to (509) 943-1125. Allow 72 business hours for all refills.

## **WE STRIVE FOR EXCELLENCE**

We wish to be a beacon of hope and to provide highly skilled and compassionate care along your healing journey. We want you to have the best care possible that you need. If for any reason you are not satisfied, please let us know how we can better serve you.

I have read the Office Policies outlined above and agree to comply:

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_