

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. We accept communications only through our phone system or secure patient portal to protect your health information once you become our patient.

TELEMEDICINE APPOINTMENTS

Telemedicine appointments are available upon request.

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 and Wellscript.com and some in office supplements. We hold our choices of supplements to the highest standards in terms of bioavailability, good manufacturing practices, and quality control and sourcing. As a Vitality Medicine member or program participant, you will receive a 5% discount on any supplement orders through the online dispensary. You are under no obligation to purchase supplements through these platforms.

MEDICAL RECORDS AND FORMS REQUEST

The administrative cost for filling out uncomplicated forms, including drug prior authorizations, and sending Medical Records is \$50. Please allow up to 10 business days after you have signed the release form to receive records or forms.

BILLING

Dr. Stringer has decided to work directly with her patients outside the medical insurance system starting July 11, 2022. She is considered out of network for all health insurance companies.

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.

You may be able to utilize your Health Savings Account to pay for our programs, membership, office visits, lab tests, or supplements.

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

Dr. Stringer's rates are as follows:

Vitality Medicine Annual Membership Program: 1597\$/ annually paid in full (or 397\$ at time of intake plus \$129 monthly x 11 months) which includes 60 min intake plus up to 4 one on one visits over 12 months (30- 45 min appointments),

monthly group zoom calls on various health-related subjects, free meals plans and dietary guidelines, 5% savings on all supplements purchased through Fullscript.com. This option is available only to patients who have worked with Dr. Stringer in recent years.

Programs offered: (see website for more details)

Your Gut is Your Gateway Program (6.5 months):

(\$1797 or \$397 at time of initial appointment and \$250 monthly x 6 months)

Hormones in Harmony Program (6.5 months): \$1297 or \$397 at time of initial appointment and \$180 monthly x 6 months)

Mindful Metabolic Reset Program (8 weeks): \$1497

After completing any of the above programs, you will have the option of continuing our work together through an annual membership. This will include up to 5 meetings with Dr. Stringer as well as ongoing group support, comprehensive meal planning, and access to educational materials and monthly webinars on various health-related topics to support your healing journey.

If you would like to add additional visits to your yearly membership, they can be purchased as follows:

Health Coaching Sessions: 60minute \$110

Craniosacral/ Acupuncture Sessions: \$180

One on One Functional medicine consults with Dr. Stringer : \$425 per hour

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: _____