

THE WELLNESS LOFT

— Ellis Creek —

Practice Policies

Welcome! Our goal is to provide you with the highest level of personalized care possible. We are committed to helping you achieve your health and wellness goals. Please take a moment to read all of the enclosed information carefully.

Medical Records

- Medical records can only be obtained or released with your authorization. It is your responsibility to obtain previous medical records from other physicians, or health care providers that you wish for Dr. Kimbi to review. Please contact your physician or other healthcare provider to obtain these records and make sure that we have received them at least 3 days prior to your initial appointment. Your medical records should be faxed to: **1-877-385-2198**
- For a copy of your medical records or lab results, we must receive a written request via email. Please allow 48-72 hours for turnaround.

Consultation & Service Fees

- Current pricing is posted on our website.
- All fees are subject to change in response to demand and availability.

Laboratory Testing

- The Wellness Loft has contracted with Access Medical Labs (AML) to provide comprehensive laboratory testing with transparency of pricing. AML bills us for any tests that are performed, and we will post those charges to the credit card we have on file for you.

Supplements

- Most of the supplements that Dr. Kimbi recommends are available for purchase in our office, or through Dr. Kimbi's FullScript or Pure Encapsulations portals.
- You are not obligated to purchase supplements from our office, though we have negotiated discounts with the manufacturer that we can pass along to you! If you do not see what you are looking for in the portal, please send us a request.

Returns/Refunds

- Supplements and functional lab kits may be returned for a refund or exchanged, if they are in original condition and unopened and unused within 14 days of purchase. Any prepaid labs will be refunded if blood has not been drawn and notice was given within 7 days of payment.

Credit Cards

- We require a credit card number at the time of scheduling your first appointment. This credit card will be used to hold your appointment time, and will be kept on file to use for all appointments, labs and supplements unless otherwise specified by you at the time of checkout. You are welcome to provide a card associated with your Health Savings Account or Medical Spending Account.

Cancellation and Rescheduling of Appointments

- There is a 24 hour cancellation and rescheduling policy. Your appointment must be canceled or rescheduled 24 hours prior to your consultation time or you will be charged a cancellation fee. The cancellation fee for a new patient appointment is **half** the cost of the appointment. The cancellation fee for all other appointments is the **full** cost of the appointment. You may cancel your appointment by calling the office at 843-608-0158 or emailing Admin@Wellness-Loft.com.

Late Arrival Appointments

- We are committed to being on time for appointments to prevent clients from waiting. If you arrive to the office late for your scheduled consult, your appointment will still end at the scheduled time, and you will be charged for the length of the originally scheduled visit.

Follow Up Appointments

- At the time of check out, you will be scheduled for a follow-up appointment. We assume you will honor this appointment time, unless you provide at least 24 hours advance notice.

Payment Options

- Credit cards (MasterCard, Visa, AmEx, Discover) are the only accepted methods of payment for services. When you schedule the initial visit, we request that you place a credit card on file to hold the appointment time. No charges will be applied to your credit card unless you miss or cancel an appointment without proper notice. On the day of your scheduled appointment, all charges for consultations, medications, and supplements will be itemized and payment is due on the day of service. If additional lab tests are required, the appropriate fees will be charged to your account. Credit card on file will also be used for supplements mailed unless otherwise specified.

Insurance Information

- Medical insurance is not accepted and our office cannot assist you with claim resolution. You will be provided with a billing summary that you can submit to your insurance carrier. Dr. Kimbi and other providers do not submit their medical notes to insurance companies.

Disability Forms

- Dr. Kimbi and our other clinicians do not fill out medical disability forms for patients. On very rare occasions, Dr. Kimbi will write a letter in order to detail the medical necessity of testing. Under such circumstances, Dr. Kimbi bills at her hourly rate to write such letters. Dr. Kimbi does not submit her medical notes to support disability claims.

Office Hours

- Our office hours are Monday - Thursday 9am - 5pm EST and Friday 9am to 2pm

- If you are going to stop by the office for supplements, we ask that you kindly email your order to us at Admin@Wellness-Loft.com prior to your visit so we can be sure your items are in stock and ready for pick up.

Phone Calls and Messages

- Phone messages left will be responded to within 24 hours (during normal business hours).
- To reach the office, please call or text 843-608-0158.
- If you call after hours, the office staff will return your call the next business day.
- If you have a medical emergency, call 911 or go directly to the nearest ER.
- When leaving a message, please be brief and include the following information: first and last name with date of birth, reason for call, best phone number or email to reach you.

Text Messaging

- By providing a telephone number and utilizing this medium for communication, you are consenting to be contacted by SMS text message from The Wellness Loft. Message & data rates may apply. At any time, you may reply STOP to opt-out of further messaging.

Prescription Refill Requests

- Prescription refills may take up to 72 business hours to process. Please plan ahead to avoid any interruptions in your medication dosing regimen.

If you need assistance with anything not covered above, please call or text the office at 843-608-0158. Thank you for entrusting us with your health and wellness!

Be Well & Live Better!

Dr. Kimbi and Clinical Team

Signature *

Date *

MM/DD/YYYY
