



Client Policies

We look forward to working with you. In order to meet your needs and provide you the best possible care in a timely and efficient manner, we ask you to honor the following policies.

1. Please respect your dietitian's time by **arriving on time** for your appointment and **be prepared to leave on time**. If you arrive late, your visit time will be reduced accordingly.
2. If referred by a physician, please have them **send a referral to us prior to your first visit**.
3. Please bring copies of your most **recent lab results** (or have your physician fax them to us).
4. **Payment is due at the time of service**. Please bring your **current insurance** card on your first visit and any new cards when issued. Copays not received at the time of the visit will incur a \$20 additional charge if we bill for the copay. All outstanding balances will be billed to you. Late fees of 1.5% per month will be incurred after 30 days. Your account will be sent to collection if not received in 90 days and will include collection fees and late fees incurred.
5. **If you must cancel an appointment**, please do so at least **48 hours in advance** of your scheduled appointment time. **PLEASE NOTE**- Full fees are charged for late cancellations or missed appointments, since that time has specifically reserved for you and denied to other patients.