



Office Policies

Fees

Payment is due at the time of service. We accept cash, checks and credit cards. We do not bill insurance, however if you would like to submit the charges to your insurance company, please let us know, and we will give you a special receipt to send them. Your insurance company may or may not cover the office visit fee and does not typically cover the cost of natural medicines. *It is the patient's responsibility to be aware of his or her coverage; please contact your insurance company to find out what they cover.* There is a fee for phone calls and emails for new problems unrelated to prior visits. If you live in Portland or Vancouver and desire a home visit, a travel fee will be applied.

Phone Visits

If you choose to have a phone visit with Dr. Bader, you will be charged the full visit fee. Please be aware insurance companies may not cover these charges.

Cancellations

We do not give phone call reminders. Last minute cancellations of scheduled appointments are difficult to fill and costly, therefore appointments missed or cancelled in less than 48 hours prior to their scheduled time will incur the full appointment fee.

Healthcare Team

Dr. Bader's area of expertise is teaming with patients with challenging chronic illnesses to optimize health. She does not consider herself a primary care doctor, and prefers you maintain a relationship with a primary care provider. In the rare circumstance Dr. Bader is unavailable, she has arranged for Dr. Renee Rosenfeld to be on call for patient concerns. Dr. Rosenfeld is a naturopathic doctor who is very familiar with Dr. Bader's philosophy and treatments.

Natural Medicines

Once purchased, medicines cannot be returned. Please let us know if you are on a budget. We will gladly prioritize medicines for you or look for less costly alternatives. Occasionally, we will need to order a product for you that we do not have in stock. Items can be shipped directly to your home for a \$10 shipping fee. *For Lodi, CA patients:* you will be called when the item arrives and you can discuss options for pick up. Orders can also be mailed at your request. If you are expecting a product, and do not receive a call (or your package) by the end of the week following your visit, please contact Lisa at 1-800-738-7303, ext. 3 or lisa@amybadernd.com. Please try to purchase enough medicine to last until the next time we are in Lodi (4-5 weeks worth). If you do run out of a product, and feel you cannot wait until our return, we can have it shipped to you directly from the company for a minimum \$10 shipping fee.

Prescription Refills for Pharmaceuticals and Compounded Hormones

Please contact your pharmacy at least one week prior to needing a refill on any prescription medication. Urgent refill requests will incur a \$15 fee.