

# D y n a m i s H o m e o p a t h i c H e a l i n g

TreatingPeople@gmail.com | 919.286.7626 | www.TreatingPeopleNotDisease.com

*Get in touch with your Higher Health!*

## **Office Policies**

### **Business Hours**

Our office hours are 9 a.m. - 5 p.m. Monday through Friday by appointment. We try to answer the phone during normal weekday business hours but must often return calls later.

### **Emergencies (see also After-Hours Consultations below)**

If you have a medical emergency (i.e., someone needs an ambulance), please call 911 before calling the homeopath. While homeopathic medicine can be helpful in such situations, the first priority in any medical emergency is getting quality medical care quickly. We are not outfitted to render emergency aid or to give immediate call-backs.

If you have a home remedy kit (recommended), a quick call to the homeopath after calling 911 might be very useful. And the homeopath is quite happy to make a home or hospital visit as soon as possible after a crisis.

### **Followup Calls**

If you have questions about your remedy, the homeopath is happy to take questions by email or phone within normal business hours (9 a.m. - 5 p.m., weekdays). As long as the consultation is brief, there is no charge for such calls or emails. Replies requiring more than ten minutes of consultation will be billed as a followup appointment. Likewise, if you have an acute complaint that requires a consultation, or if you need a more extensive followup, the followup fee will apply.

Consultations outside of normal business hours carry a \$39 fee in addition to the usual consultation fees. There is no charge for a call returned after hours if we missed your call during the day (see also After-Hours Consultations below).

## **Payment**

Payment is due at the time service is rendered unless other arrangements have been made in advance. Payments are accepted in cash, check, credit card or online via Paypal.com. Credit cards taken over the phone carry an additional \$2 processing fee.

## **Bounced Checks**

Bounced checks incur a \$50 fee. We hate to be sticklers, but the bank is quite unforgiving about it.

## **Shipping Remedies**

If you live at a distance from the office, we are happy to ship your remedy to you via U.S. Postal Service. The charge for packaging and shipping up to two remedies is \$7. Additional remedy bottles incur additional postage. Please note that in order to save postage and avoid conflicts with postal regulations, all remedy bottles are shipped without liquid. When your remedy arrives via mail, you will need to add distilled water to the bottle and allow the pellets to dissolve before taking the remedy.

## **Missed Appointments**

Appointments must be canceled 24 hours in advance to avoid being charged for the appointment in full.

## **After-Hours Consultations (see also Emergencies above)**

We would love to be able to provide 24-hour consultations, but we are only one homeopath using the royal "we." We do keep the office phone on at all times and will return a call when an after-hours consultation is requested. The fee for an after-hours consultation is \$39 plus the usual followup fee.

If you need help outside of normal business hours (9 a.m. - 5 p.m., weekdays), please call the office number (919.286.7626) and leave a message. We will call back as soon as we can.

Non-urgent messages will be returned on the next business day.