



# DR. HILARY COSTELLO

HOLISTIC DERMATOLOGY \* NATUROPATHIC MEDICINE \* SKIN SURGERY

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## Luca Holistic Medicine Clinic Policies

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

Name: \_\_\_\_\_ Date of Birth \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

**Please read carefully and initial by each policy.**

### \_\_\_\_\_ **Cancellations and Missed Appointments (also included in Financial Policies)**

If you are unable to make your scheduled appointment, please call the clinic at least 24 hours in advance of your scheduled time. You will be charged a \$55 missed appointment fee if you miss a scheduled appointment or fail to cancel at least 24 hours in advance. If you miss your first appointment without giving 24 hours notice, you will be asked to put down a deposit of \$100 to reschedule; this deposit will apply toward your first visit.

### \_\_\_\_\_ **Product Returns**

We are unable to give refunds on any supplements, opened or unopened. We cannot re-sell supplements that have left the office; we cannot guarantee that these items were protected from conditions that might affect their quality or integrity.

### \_\_\_\_\_ **Cell Phones**

Luca Holistic Medicine is a Cell Phone Free Zone. Please silence your cell phones and step outside the clinic door to place or take any calls. Thank you for your cooperation.

### \_\_\_\_\_ **Usage of Facilities**

Usage of the soaking pools, sauna, and UV room are included with your visit. The allowed time is one hour before and/or one hour after your scheduled appointment time. Please schedule this time with the front desk when you schedule your visit. Please visit [santepdx.com](http://santepdx.com) for more information about the facilities.

### \_\_\_\_\_ **Scent Policy**

The clinic is not a scent free zone, and essential oils are used occasionally. However, to accommodate those that may be chemically sensitive, we ask that you refrain from using strong perfume or fragrances during your time in the clinic.

### \_\_\_\_\_ **Email, Phone, and Electronic Communications Policy**

In order for us to provide the highest quality health care and privacy possible, we generally refrain from using electronic methods (such as email, Skype, FaceTime, etc) to provide medical care. However, we are willing provide these services if circumstances prevent an office visit. These visits must be pre-approved and an appointment must be made as usual. A patient with an electronic visit appointment of 30 minutes will be charged a visit fee of \$120.00, plus any additional charges. Phone calls and emails that require more than 10 minutes of attention from your physician will incur a fee. Your doctor will notify you of the need for a charge, so you can determine whether you would like to address the issue and pay the fee, or schedule an appointment. Phone and email charges are not billable to insurance.