

POLICIES & PROCEDURES

Please read and sign this form prior to your initial consultation:

Healing Hope is an integrated health and nutrition center for all species, dedicated to helping furry individuals and their families achieve wellness, vitality and longevity. Dr. Tamara Hebbler is the CEO and Founder of Healing Hope. She has a DVM in Veterinary Medicine and is a certified homeopath and a nutritional consultant for pets and their people.

Consultations: An Introduction

Healing Hope is a consultation practice. This means that you will be billed for the practitioner's time spent on your individual case: this includes in-person consultations, phone consultations, text messaging, case research, patient advocacy or health care coordinating, urgent counseling, or discussing your case as necessary with other health-care practitioners.

We recommend that all consultations are scheduled when you have distraction-free time to speak with the practitioner. Prior to your consultation, you may find it helpful to create a list of questions or topics that you would like to discuss so as to make the best use of your time.

Scheduled consultations are held either by telephone or at our Solana Beach, CA office.

Phone Consultations/ Long Distance Consultations

To ensure all clients receive the quality care we strive to provide, we screen all new clients with an initial phone consult prior to scheduling office appointments. The initial phone consult allows Dr. Hebbler to briefly evaluate your case, answer any questions you might have, and see if Healing Hope is the right energetic match for you or your furry friend. If we feel that our office is not the best fit for you, we will suggest alternative practitioners to assist in your case.

Healing Hope offers phone consultations for existing clients as a way of checking in between visits, and for our long-distance clients.

Dr. Hebbler will try her best to call you within 30 minutes of your scheduled time, so please keep your phone line clear. As we work on animal time, Dr. Hebbler may run 15 minutes past her appointment time. We do apologize for this. Please leave a time slot open for this just in case.

Office Consultations

Your initial office consultation (1.5hours) includes an extensive health history and metabolic screening. At this time, Dr. Hebbler may also determine which lab tests to order to address your specific health concerns. If you have tested before your initial consult, then Dr. Hebbler may include a nutritional assessment of that test at this time. Even in the event that test results are not in, please keep your initial appointment as they book out. A \$240.00 missed appointment fee will be charged unless you call 48-hours before that appointment. (Emergency situations accepted.) Your health goals are determined and future treatment, dietary advice and supplements recommendations are offered.

Frequency of your Consultations

The successful outcome of your program is attained by having regular consultations with the doctor. This is usually at 2-3 week intervals but may be more or less frequent depending on your program and

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your goals. It is especially important at the beginning of a nutritional program and required if you are on a homeopathic program.

These re-assessments are crucial to the practitioner's ongoing evaluation of your response to the recommended program. Additionally, this means that your more obvious symptoms will often clear long before their cause has been removed or effectively managed. After the initial stage of your program, consults are scheduled at 4-6 week intervals.

Scheduling Appointments

Follow up phone and in-office consults are scheduled in 15, 30, 45 or 60 minute blocks of time.

As a courtesy to you, we call to confirm your appointment 24-48 hours in advance.

Therefore, we ask that you assume full responsibility in honoring your scheduled appointment, and try to arrive on time. First time office consultations require a 48-hour cancellation notice.

Lab Testing

Dr. Hebbler may require a variety of labwork or testing, including blood, hormone, hair, urine and/or stool tests, which are sent to specialty laboratories throughout the country.

If you have results of other tests from within the last two years, we suggest you mail or fax a copy to us before your scheduled appointment to avoid unnecessary repeated bloodwork.

Fee Schedule:

Payment is due at the time of consultation, or when services are rendered. This includes all testing and refill requests. Methods of payment are: Personal check, Cash, American Express, Discover, Visa and MasterCard. A credit card number must be on file for any initial appointment, whether it is on the phone or in person at the time the appointment is scheduled.

Unless specifically requested prior to the appointment, your active credit card on file will be charged as default for all services, and you will receive an emailed receipt.

Estimates, Insurance & Financial Concerns:

You are responsible as an empowered individual to keep track of any time constraints.

Estimates will be provided for services as requested, however as each case is individual, it is often hard to say what lab-work, medications and therapies may test as being the best for your particular case until you are working with the practitioner.

We do not bill medical insurance. Pet insurance claim forms should be filled out and brought to the physical appointment for Dr. Hebbler to notate and sign.

We request that as an empowered individual, you be extremely clear in communicating any financial constraints or payment concerns from the beginning so that we may tailor your treatments to fit your desired budget. **We have multiple practitioners and services available, and we strive to provide quality care to assist all species wherever they may be. We can work within any budget with enough notice.**

Cancellations

If you are unable to keep your appointment, you must notify our office within a minimum of 48 hours in advance. A non-cancellation fee equal to the visit will be charged if the appointment is not canceled in the appropriate amount of time.

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Questions About Program or Products

If you have a question about your program, or a product, we want to answer it appropriately. Staff members are not allowed to dispense information regarding you or your pet's health or supplement usage. If your question requires more than a simple yes or no answer regarding the above, then a scheduled consultation appointment is required.

Dr. Hebbler receives all communications about your questions or health. She has a very tight schedule and may not review your folder the same day to answer your query appropriately. Dr. Hebbler or a staff member will respond within 48 hours, and may request that you schedule an appointment.

Urgent Responses

Dr. Hebbler offers urgent consultations, urgent texting, urgent phone consultations and urgent patient health care coordinating for pets and humans in crisis outside of office hours. **Please refer to our current fee schedule for urgent response fees and pricing.**

Dr. Hebbler is not a licensed human medical doctor; she does not service human medical emergencies. If you have a medical emergency, you must contact your primary care physician or dial 911.

Product Refill Orders

You may request refills on products between consultations if you are running low. Stay on the recommended program until your next consultation or unless directed otherwise by Dr. Hebbler.

Healing Hope offers the convenience of product shipment and after-hours pick-up on prescriptions. Owners can fax, call or email in their prescription and give their credit card information to the staff. If local, we offer an after-hours pick-up bin for clients so that they may come pick up medications whenever their schedule allows. There is no charge for after-hours pickup.

If you would prefer to have prescriptions mailed, we are happy to do so. Healing Hope ships via UPS and USPS with delivery confirmation, depending on pickup schedule. Shipping is a flat \$10 charge throughout California. Expedited shipping is available. Out of state/country shipping varies.

Returning Products

Pre – approval is required on all returns.

Refrigerated items CANNOT be returned.

A 15% restocking fee of purchase prices less shipping and handling will be refunded on unopened and non-refrigerated items.

No supplements returns will be accepted after 60 days on all regularly stocked items.

Special orders, homeopathics, and custom blends CANNOT be returned.

Prepaid tests can be returned for credit within one year of purchase.

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The Healing Hope team is committed to the health of you and your pet, and we thank you for the trust you have placed in us.

Please read and sign:

I, _____ have read, understand and agree to the policies and procedures of Healing Hope.

Date: _____

Name: _____

Signature: _____

FOR STAFF USE ONLY: Staff Signature: _____