

Visceral Synergy New Patient Letter (Phone)

Ron Mariotti, ND, BI-D
Naturopathic Physician

Dear New Phone Consultation Patient,

Welcome to Visceral Synergy, your partner in personalized natural health care! I am dedicated to bringing you the very best in natural medicine choices and am looking forward to helping you attain your health goals.

This letter will provide you with all the information you need for setting up an appointment with Dr. Mariotti. ***Please read the entire letter. There is important information throughout.***

After you have secured your first office visit with me the next step is to go to the ***“Patient Information and Forms”*** page on my visceralsynergy.com website where you will find the following forms that will need to be downloaded and completely filled out: ***Intake form, Consent form, and Nutritional Questionnaire.***

These forms need to be filled out completely prior to your phone consultation. I ask that you do this well in advance since some questions require information for which you may need some time to research the answers. This information will help guide me in selecting the appropriate care and guidance that is in your best interest.

After you have completed the forms please return them either via fax or mail.

Please take your time and fill this out in detail. On the day of your appointment, please bring your completed forms and arrive promptly. Your punctuality helps me to be on time with all of my patients.

My financial policy is simple:

- **In order to schedule and secure an initial phone appointment** you will need to pre-pay \$365 toward your first consultation. If you would like to reschedule to a different day you will need to notify me 4 days prior to your confirmed appointment date. If you need to cancel your appointment and would like a refund, you will need to cancel this appointment at least 4 days in advance. You will be given a refund of \$340 (the pre-payment minus a \$25 processing fee). Failure to change or cancel 4 days in advance results in a forfeiture of the full \$365.00, which will be used to cover the “missed appointment fee”.
- **An initial phone assessment is \$365.00** and will last for approximately one hour.
- **An extensive review of past charts and labs is \$225.00.** This is not always necessary. However, if you have an extensive chart you would like me to review you will be charged this fee.
- **The first follow-up consultation will consist of the report of findings and will cost \$265.00,** which needs to be paid in advance of the appointment. This consultation will last for approximately one hour.
- **Succeeding follow up visits will be \$165.00.** These consultations may consist of a maximum of 4 emails exchanged between us (2 from you to me and 2 from me to you) that need to be limited to 500 words per email.

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- **I do not bill insurance plans.** To my understanding insurance companies do not typically reimburse for phone consultations.
- **I accept cash, personal checks, Mastercard and Visa, or Amex on my online store.** I ask that you pay my fees prior to your consultation.
- **After your initial office visit, if you need to cancel your appointment,** I ask that you call 48 hours in advance so that I may offer your time slot to another patient. Failure to cancel in 48 hours will result in a \$365 charge. The only exception is in the case of emergencies or sickness.
- **Failure to be available for your appointment** will result in a “no show” fee of \$365.00.
- **If you need to cancel an appointment** you will need to do so via email. Leaving a phone message or text message will not be sufficient. Failure to cancel an appointment via email may result in being charged for a missed appointment fee regardless of how far in advance the appointment is canceled. With email we will have documentation of the cancellation and there will be no confusion.

The following is a breakdown of what you might expect from my services:

- **I do not provide reminder calls for scheduled appointments.** If you miss your appointment you will be charged the “missed appointment fee”.
- **If you are consulting with me regarding an issue relating to chronic illness your first session will be dominated by gathering data.** In general, recommendations will not be given until your second visit, the report of findings visit.
- **Prior to your second visit I will send you a detailed clinical notebook** that I have spent the preceding weeks preparing especially for you. It will be filled with education about your condition, your lab findings, diet, lifestyle, and nutrition related information, as well as a detailed treatment plan.
- **Follow up visits will be directed at monitoring, assessing, and making appropriate alterations** to your treatment based on your progress.

You can reach me or leave a message at 206-524-4010 or you can email me, which is a better means of communication for me.

I am pleased that you have chosen Visceral Synergy to be your natural health care partner, and look forward to seeing you at your appointment.

With healthy regards,

Ron Mariotti, ND, BI-D

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