**A Message for All New Naturopathic Patients**

Thank you for choosing to receive your essential Primary Care with our clinic and Dr. Shannyn Fowl, ND. We are proud to participate in your health and wellness program with you.

When you get home, you may feel a little overwhelmed with everything you and Dr. Shannyn went over today. That’s OK, we’re here to help. Our staff is here to support Dr. Shannyn with day-to-day communication, inquires, and all administrative functions.

We recognize that there will be times when inquires or questions may get complicated, and Dr. Shannyn will need to review your full chart and ask you additional questions in between your appointments. When this is the case, the clinic staff will notify you that either a follow-up appointment or phone consultation is required if an answer is necessary before your next booked appointment. *However, the clinic staff will make every effort to avoid the need to charge you for an additional appointment.*

**Naturopathic Medical Rates**

New Patient (1 hour) $225

Returning Patient (30 min) $120

Short appointment (15 min) $60

**With Resident Dr. on staff**

New Patient (1 hour) $175

Returning Patient (30 min) $95

Short appointment (15 min) $50

Blood draw fee $25

Annual Wellness Program $250

Food Sensitivity, Allergy and Asthma Program $311

Celiac Adult Program $317

Parasite and Bacteria Cleanse $900

IV Push $75

B12 Injections $20

 Individualized Blood Work Pricing Varies

**Clinic Hours**

*Monday and Friday 9am – 5pm*

*Tuesday and Wednesday 9am – 2pm*

*Thursday Closed*

*619-772-1164*

*info@journeyofhealth.org*

You are always welcome to leave a message with the answering service or email us at *info@journeyofhealth.org* during off hours. While we always strive to return calls quickly, non-emergency calls may not be returned the same day. If there is a

life-threatening emergency please call 911 or go to your local urgent care/emergency room.

Thank you entrusting us with your healthcare. We admit that we are only human; we hope that you’ll bear with us if we make the occasional mistake. Please let us know if you have any questions or concerns.

**Important Office Policies**

Pleas e take a moment and carefully review our policies in order to clarify our expectations for emails, cancellations and no show policies. As much as I strongly desire to communicate promptly to email messages, the volume has become completely non sustainable.

**Email Policy**
Complimentary emails should require no less than 2 minutes of my time to respond. This would be an email to clarify any past treatment protocol or ease anxiety about a short and specific concern (that relates to a topic we’ve previously discussed). They **do not** introduce any new concerns or elaborate progress on a patients symptoms. For non-emergent emails we will attempt to respond within *72 hours*.

All emails in regards to a new concern or the progression of an old concern that we discussed will be **required** to schedule an appointment in order to speak with Dr. Shannyn. We offer phone consultations as well as in person visits.

In many situations we have found that emails are simply not a fair way to assess most cases. Often times when attempting to communicate this way, information can be easily misconstrued or more questions will constantly arise. This makes it almost impossible for us to clarify and give a proper recommendation or response in a timely manner. For these reasons, we ask for your understanding that corresponding via email can be quite difficult for everyone involved.

Questions regarding appointments or supplements are often best taken care of with our front desk. If you would like to pick up supplements, we recommend calling the office ahead of time to ensure we have everything you need available on hand. Please feel free to contact our office at *(619) 772-1164* if you have an issue that is pressing and we will do our best to assist you however possible. If it is an emergency situation please do not delay any time and go directly to your local urgent care/emergency room.

**Cancellation Policy**

Please notify our clinic within 24 hours or a cancellation fee may apply.

**No Show Policy**

If you miss or do not show up for your appointment, you will be charged a $35 fee. These policies are in place out of respect for my time and my patients. Cancelling late or not showing up prevents someone else from being able to schedule a much needed appointment.

Thank you so much for your support and understanding.

Journey of Health Medical Clinic Staff