



# The Boss Clinic LLC

## Policy and Procedures for Clients

### How to Schedule an Appointment

- First Visit: please use the book now link at [Book Now – The Boss Clinic LLC](#)
  - Select “Free 15 minute phone consultation”
  - During this 15 minute consultation we will verify insurance information and send out PHR invitations to fill out required paperwork. We will also mutually decide with you if we are a good fit for your individual health care needs.
- Initial Naturopathic Consultation
  - Log into your PHR account following the directions sent to your email.
  - Select “Schedule an appointment”
  - Select “In-office New Client Visit” and pick a date/time that works for you
  - Check for assigned questionnaires and fill out all paperwork electronically prior to your appointment. Completion 24 hours prior is recommended, as it allows us time to quickly review it prior to your visit.
- Follow Up Naturopathic Consultation
  - Log into your PHR account. If you have lost the website, you can find it here: [Patient Portal – The Boss Clinic LLC](#)
  - Select Schedule an Appointment
  - Select the length and type of visit that you feel fits your needs. If you are unsure how long of a visit to schedule, please schedule the 60 minute visit so that we are not late for other appointments.
  - Please complete any pre-screening questionnaires 24 hours prior to your appointment.

### Cancellations

- Please provide at least 24 hours notice for non-medical or non-emergency reasons for canceling/rescheduling
- For canceling due to illness, please notify us as soon as possible via text message at 503-383-1252 or use the PHR to reschedule.
- Repeated cancellations without 24 hours notice for a non-emergency/medical reason may result in a \$50 cancellation fee per occurrence.



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### Prescriptions

- All transfers of prescriptions to Dr. Melissa requires an appointment to discuss the reason for the prescription, assess how well the medication is working for you, your prior medication history, current allergies and supplements, and to determine if it is appropriate to continue with the current medication dose and formulation.
- Prescription renewals: If you are at the end of a prescription (0-1 refills left), an office visit is required for renewing the prescription. This is to ensure that the drug and dosage is correct for the condition being treated. There are no exceptions to this policy. Please allow ample time to schedule and to obtain labs as needed. We suggest allowing 2-4 weeks.
- Controlled Substances require an in-person visit and may require monthly visits, depending on the medication.
  - Testosterone: we can prescribe 3 months at a time
  - All other controlled substances, we will only prescribe the minimum necessary or 1 month supply as clinically indicated

### Lab Results

- We require an office visit for follow up on lab results, even normal results. This is to ensure treatment plans and next steps are appropriate based on the current lab results.
- Please note that Dr. Melissa may not see your lab results until you schedule your follow up. Certain labs, like Labcorp, have been inconsistent with linking results to the ordering provider's accounts. If you see an abnormal result that is concerning you, please schedule a follow up visit to discuss it with Dr. Melissa or take copies of the labs to your PCP. If it is an extremely urgent question, text Dr. Melissa on her cell phone and ask for a call back.



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### Communication

- Most health related questions should be asked/answered within an office visit due to the complexity and time it takes to answer the question. We are only paid for office visits—our contracts with insurances do not cover PHR messages or phone calls.
- If you have a question related to lab prep, a new prescription, or a new supplement that was prescribed by Dr. Melissa, please contact Dr. Melissa via text message on her cell phone or the clinic line, as she is able to answer these the quickest. You may send a PHR message or leave a voicemail message, however we sometimes cannot get through all of our messages in a day or are not in the office when you have questions.
- If you have a question about billing, please send an email to [info@thebossclinic.com](mailto:info@thebossclinic.com)

### Billing

- We offer a 15% time of service discount off of our regular fee schedule for clients who pay at the time of service if they are uninsured, underinsured, or we are out-of-network and will not be submitting a claim to their insurance.
- Out-of-Network Insurance Billing: we require payment from the client at the time of service. We will submit a CMS-1500 form to your insurance company, and they may reimburse you for the allowable charges after deductible and copay/coinsurance has been met. Alternatively, we can provide you with a superbill form that you may submit to your insurance company to request reimbursement. We do not guarantee coverage and reimbursement.
- In-Network Billing: We will directly bill your insurance company. You are responsible for paying copays at the time of service and co-insurance/deductibles within 30 days of receipt of services. If you have a high deductible plan, we may ask for a deposit of \$100 at your visit. This deposit will be applied to your deductible, copays, and coinsurance. Any remaining balance may be left on your account to apply to future copays/coinsurance or a refund may be requested.
- We currently use SquareUp to process all credit card payments and send invoices. Please be aware that if you choose to pay via credit card, you will receive an itemized invoice in the PHR and the credit card invoice via Square Up. You will only be charged once per invoice.



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### Discharge/Transfer of Care from Clinic Services

- Dr. Melissa reserves the right to discharge any client from her care who abuses the patient-physician relationship, is threatening in behavior or communication, is found to be abusing or diverting controlled substances or medications, or behaves inappropriately towards her, other patients, or other occupants of the clinic space.
- Dr. Melissa reserves the right to refuse services to individuals when there is a conflict of interest.
- Dr. Melissa reserves the right to discharge clients for non-payment of services provided.
- Dr. Melissa reserves the right to transfer care to another clinic clients who are non-compliant with treatment plans or when medically appropriate to transfer care.

### Client Agreement

I have read and agree to the policies and procedures outlined within this document.

- I agree to provide accurate information regarding my insurance coverage.
- I agree that Dr. Melissa may send my personal health information to my insurance company for the purpose of medical billing.
- I agree that Dr. Melissa may bill my insurance company for the services rendered.
- I agree to pay for any services incurred that are not covered by my insurance or that are my obligation to pay, including deductibles, copays, and coinsurance.
- I understand that I am financially responsible for any other charges incurred including but not limited to supplements, medication, lab testing, and imaging.
- I understand that it is my responsibility to verify that my insurance is in-network, covers naturopathic services, and be aware of and pay for any deductibles, coinsurances, and copays.

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Client Signature

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(Date)

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Client Name (Printed)