



Financial Contract & Office Policies

As a patient of the Eastside Total Health & Lactation, and by signing below, I agree to the financial responsibilities for any fees not covered by my insurance carrier and to the office policies listed below. Any outstanding fees must be paid at time of service. I also understand that it is my responsibility to confirm insurance coverage before my scheduled appointment.

Fees, Third Party Billing & Co-pay Policy: In addition to the policy stated above, inability to pay your co-pay at the time of service will incur a \$10 service charge. If you have any questions regarding your insurance coverage or fees, you can contact your insurance directly, or contact our Business Manager- Chelsea Doyle at 425.836.6847. If you are self-pay, you may contact the office for a fee schedule.

Lactation Visits: Often times mom and babe are seen as separate patients and billed individually. There are many reasons why mom and babe would be considered as separate entities. The assessment, management and plan for each are not always the same. A copay may be collected and insurance may be billed for *each patient* on the same day based on the evaluation in the visit. **Patient Initials:** _____

Insufficient Funds Policy: If a check does not clear due to insufficient funds, a \$25 fee will be added to the outstanding balance.

Late Policy: ETH&L respects your time, and we ask that you respect ours. Appointments are not double-booked and do not intentionally run over. If you are more than 10 minutes late for your appointment, you may be seen for any time remaining or asked to reschedule. If you expect to be late, please let us know as soon as possible by calling the office at 425-836-6847.

No Shows/Cancellations Policy: If you need to cancel an appointment, please do so within 24-48 business hours of the appointment time. Business hours do not include weekend or holidays. Appointments canceled with less than 24 hours notice will incur a \$50 fee. Three unexplained no-shows will result in dismissal from the practice.

Phone & Email Consults: Brief questions can be answered over the phone or email at no charge. Complex concerns will not be answered this way; it is not good practice and can result in less optimal care. If you have a more complex concern, you will be asked to make an appointment, or you will be charged \$50 for a more involved phone/email consult.

Name of Patient (Print)

Signature of Patient

Date