



Pacific Integrative Oncology

1471 Pearl Street, Suite 2 Eugene, OR 97401 (541)338-9494

CLINIC ACCOUNT POLICY

Insurance Billing/Cash Pay Policy.

In order to provide you with optimum care and service, we contract with **SOME** insurance companies. It is your responsibility to verify benefit coverage and network status for our providers with your insurance company *prior* to your visit. Any copay or deductible amount will be due at the time of service. If you do not have insurance or we are considered out-of-network with your insurance plan, **payment in full is due at the time of service.**

Cancellation Policy

We require a 24-hour notice for all cancellations of appointments. Unless we receive a 24 hour notice, we will charge you a \$50.00 fee. We realize that a day's notice may not always be possible, therefore we allow for one "grace" cancellation at no charge. We may require pre-payment before any future appointment can be scheduled. Any no show IV appointment will be charged the amount of the medication, as it is drawn up ahead of time and cannot be reused. We appreciate your understanding.

Phone Calls/Emails

Please be aware that phone calls with a doctor regarding any health issue will incur a fee. We do not offer discounts on phone consultations or emails. Communicating by email is ideal for coordinating care, but cannot be used for diagnosis and treatment. Please note that lengthy and/or extensive email communications will incur a fee and the doctor may ask you to schedule an appointment, depending on the content of the email.

Laboratory Policy

Much of lab work is covered by insurance, however, you are responsible for verifying with your insurance company prior to getting blood drawn. We work directly with all of the local labs including Quest, Legacy, LabCorp and Interpath Labs. **If you do not have insurance the lab will bill you directly.**

Supplements

Supplement purchases are separate from fees for service. Payment for all supplements is expected at the time of purchase. While reimbursement by your insurer is rare, the receipt you receive from our office provides a description of each item with its cost. Supplements **cannot** be returned for refund.

Discounts

Time of Service discount: We offer a 25% discount on consultations for cash pay patients. Senior discount: We offer a 10% discount on supplements to those over 65 years of age. Bulk discount: When you order three or more bottles of the same supplement, a 10% discount is applied. *Discounts cannot be combined.*

Returned Checks

There will be a \$35.00 fee for returned checks.

Patient Signature: _____ **Date:** _____