



Policies and Procedures

At Concepts For Health, we believe your satisfaction is our success. We strive to provide our patients with the highest level of care possible. From your first visit and beyond, we want you to be completely satisfied with your experience.

We have developed the following policies to assist us in providing the utmost personal care to every patient.

Refund Policy

Products -

If products purchased from Concepts For Health need to be returned – our policy is any unopened products in their original, unmarked boxes (where applicable) can be returned within 14 days. Once the product is received, refunds will be processed within 7 days. Shipment cost of all returns is the purchaser's responsibility. Herbal products that are manually mixed and packaged are non-refundable.

Appointments, Cancellation & Late Appointment Policy

Appointments –

Please **bring all the medication you are taking to every office visit**. It is critical to have it included with your testing to get accurate, reliable results. There is a possibility that you will need to be rescheduled if you forget to bring all your medication.

All appointments are billed in 15-minute increments and are typically 30 – 60 minutes unless prior arrangements have been made in advance.

Quick Check Appointments are “no charge”, 5-minute, emergency appointments that are typically made between normally scheduled patients. These appointments are for the doctor to make sure that there are no new issues presenting. **Patients will be charged for a regular visit if a quick check goes over the “5-minute” time.**

Cancellations –

All patients must contact Concepts For Health at least 24 hours in advance if they need to cancel or reschedule their appointment. Failure to provide sufficient notice prior to the scheduled appointment date will result in the cost of the scheduled visit.

Late Appointment -

If patients show up for their appointment later than 10 minutes after the start of their appointment, they may be required to reschedule their appointment in order to avoid disrupting the appointments of other patients. Any late patient that is seen will have their visit completed at the end of their regularly scheduled appointment time.