



Daniel I Newman, M.D., N.D., M.S.O.M.

8301 NE Hazel Dell Ave.
P.O.B. 65759
Vancouver, WA 98665

TEL 360-696-3800
FAX 360-696-0906
www.rising-health.com

Office Policies Addendum

Lunch closure:

In order to allow our staff to eat lunch (a novel concept), and catch up from the bustle of the morning, we will **close** from **12:00 PM – 1:30 PM** each day. We will not answer the phone during that time, and kindly request that, if possible, you refrain from coming by to pick up medicinary items during that time interval as well. Off hours urgent paging will be available then, if necessary, just as it is on evenings and weekends. (See below for details).

Off hours paging:

One of the services I provide to you is off-hours paging. Unlike the vast majority of medical doctors today, I take all of my call seven days per week. That means when you contact me through my pager you will speak directly with me, rather than another physician in my 'call group.' Uncommon exceptions are: when I am taking a vacation or a 'recover from surgery vacation.' (Believe me, the former is way more fun!).

In the event that I am not available, I will do my best to insure that either my associate Dr. Jaymie Mackler, or, another physician whom I would entrust with my family's care, will be available to respond to your call.

For off-hours paging, I charge \$75.00 for a (minimum) 10 minute consultation and \$7.50 per minute thereafter. Please note, however, that you will not be charged for pages that I respond to from other physicians to coordinate emergency care for you, or if you page me from an emergency room.

I.V. Therapy Appointment Cancellations:

Please be reminded that our **2 business day cancellation** notification requirement for appointments **includes** appointments for intravenous (**I.V.**) **therapy**. You will be charged for the cost of these visits for late cancellations, or if you do not arrive at your appointment time.

Medical Questions:

One of the services we provide without charge is answers to your medical questions by our naturopathic and medical assistants. They act as a liaison connecting you and me between our appointments. So that we can continue to provide this counsel on a complementary basis, we ask that you follow these guidelines:

1. If you have a brief question, they will probably be able to answer it right then and there over the phone.
2. If they need to discuss the issue with me, or research a question, please allow 1 business day for a return call, unless the problem is acute or urgent. If the problem is acute or urgent, we will get back to you as soon as possible.
3. If you have a new complaint or problem, an issue that requires more than a brief (~5 minute) phone consult, or wish to discuss diagnostic testing, we will recommend that you come in for an appointment.

Prescription refills:

1. Please **check with the pharmacy** to see if you have refills still available. If there are none available, the pharmacy can FAX us a request to refill the medication.
2. If **no refills** are available and the pharmacy will not FAX a request, e-mail the office at: dnoffice@spiretech.com. (If you do not have e-mail, you may phone the office at 360-696-3800, then press 3).

Please include:

- a. **Your name and telephone number.**
 - b. The **name** of the medication you want refilled.
 - c. The **potency** or strength (often in milligrams).
 - d. **How many** tablets, capsules, etc. you want refilled.
 - e. Whether you would like **additional refills**.
 - f. The **name and phone number** of the **pharmacy** where you would like the refill called in.
3. Please allow 2 **business days** (48 hours) for your request to be processed.
 4. Some medications require monitoring with lab work or an in-person evaluation by me. If you know that you will need to **follow-up** with me prior to getting your prescription refilled, please plan accordingly, as my appointment calendar may book up several weeks in advance.

Medicinary Refills:

Placing orders:

If you need **refills** on any medicinary products you have two options:

The best way to place an order for medicinary products is via e-mail:
dnoffice@spiretech.com.

Another option is to place your order by phone. Call the office at 360-696-3800, option 5, and place your order with the product manager.

Please include the following information (whether ordering by email or phone):

1. **Name** of the product
2. **Quantity** in the bottle
3. **Number** of **bottles** you would like to order.
4. Indicate **powder** or **capsules** (if applicable).
5. If you are reordering a product that requires custom-blending, such as a Chinese herb formula or a tincture, indicate the **date** on the bottle of the formula you would like refilled, and the **amount** you need. Please indicate the amount in terms of **time**; for example: ~ 1 month's worth or ~6 weeks' worth).
6. Expedited orders for all custom formulas require an additional \$8.00 handling fee.

Picking up orders:

Normally, we require **two business days** to **process** your order. If you've e-mailed your order, you will receive a confirmatory e-mail from us within one business day. In some cases, the order may take more than two business days to process if an item is backordered, or if you require a product we don't typically stock (special order). In these cases, we will inform you when your order will be ready for pick up or shipping.

Orders must be **picked up within 2 weeks** of your phone or email request; otherwise, the products will be **re-shelved**.

Special Orders:

If you wish our office to order a product for you that we do not usually carry, there is a \$5.00 special order fee. We will ask you for your credit card information at the time you make the request and will charge your card when the product arrives. You will be notified by telephone when the product has arrived at the office.

If Dr. Newman prescribes a supplement for you that we don't typically carry and must special order, we will not charge the \$5.00 special order fee, but will ask you for your credit card information at the time you make the request. When the product arrives, your credit card will be charged and you will be notified by telephone that the product is at the office.

Large orders of an individual product that we normally carry are considered special orders (frequently 3 or more, though this may vary), since we may have to order additional product to meet your requirements.

Made-to-order products:

Chinese herbal formulas, herbal tinctures and liquid homeopathics are custom-blended. (That is, they are formulated specifically for you and your present condition). As such, they cannot be reshelfed or resold once they are prepared. At the time of order, we will ask you for your credit card info, which will be kept on file. The card will be charged when your order is picked up or shipped. In the event that you do not pick up your custom formula within 14 days, your credit card will be charged.

Backordered products:

If a product that you are prescribed is out of stock, we will inform you when it arrives. You may choose to either come in to the office to pick it up, or we can mail it to you. (If mailed, the usual shipping and handling fees will be applied).

Returns on purchases:

A medicinal credit or refund will be given if the product was purchased within 30 days and is returned unopened in resalable condition. Unfortunately, opened products, products with the outer plastic wrap removed, and custom formulated products cannot be returned. (In cases where products were shipped to you, the shipping and handling costs will not be refunded).

Shipping:

1. You may choose to have products shipped to you.
2. Orders are generally processed within two business days.
3. If one or more of your items is backordered or temporarily out-of-stock, we will wait until all products are in prior to shipping your order, unless you

specifically instruct us to do otherwise.

4. United Parcel Service (UPS) orders ship from our office Monday through Thursdays. All US Postal Service shipments will ship on Wednesdays only. Shipping prices are based on size and weight of the package. A small handling fee will be assessed. Shipping charges will be added to your credit card bill at the time that your order is shipped.