

## **OFFICE POLICIES**

### **Hello and Welcome to Tom's Tonics**

Whether you have a long history with naturopathic medicine or first-timer with it, we hope that your experience in our office helps you on the path towards better health. There are six basic principles of naturopathic medicine: *First Do No Harm, Find the Cause, Treat the Whole Person, The Healing Power of Nature, Doctor as Teacher, and Prevention.*

### **Commitment to Change**

Policies are necessary for any office to run effectively. However, it's important to keep in mind the goals of the office. We are here to help people change in positive ways. To be committed to positive changes means openness, collaboration and personal responsibility. Ultimately, your health is your own responsibility. Our job is to facilitate your personal path to wellness.

### **Registration:**

At your first visit:

1. Bring in or fax your completed Patient Health Profile (adult or pediatric)
2. Bring a list of any medications with dosages
3. Bring in any bottles of supplements and natural remedies you are taking
4. Obtain or fax any pertinent laboratory tests and/or imaging reports from your other doctors
5. Bring your signed copy of this office policies form

Ideally, the Patient Health Profile should be downloaded from our website [www.drfrancescotti.com](http://www.drfrancescotti.com) (on the "Becoming a patient" page) and filled out at a convenient moment. It will take 15-30 minutes, so please allow enough time. If you cannot download the form, call our office and we can mail you one or you may come in 30 mins before your appointment to fill it out.

The doctor is very conscientious of your valuable time, and we make a strong effort to run on time with appointments. The time spent during your initial visit is best utilized when the paperwork is completed prior to your arrival.

### **Hours of Operation**

Dr. Tom's Tonics, Health Center & Pharmacy in Rhinebeck, NY is open Monday-Friday 9am-5pm. The Doctor sees clients Monday-Fridays, with Thursdays at Bambini Pediatrics in Poughkeepsie, NY. In addition, we are planning to see clients in New York City by appointments only. Please inquire about this location if you are in the NY metro area.

### **Late Cancellations & No-Show Fee Policy**

When you schedule an appointment, we reserve that large block of time for you. Our office staff will request a credit card at time of scheduling to "hold" your appointment and to honor and respect the time set aside for you. Our staff will make reminder phone calls a day before appointments. We do require at least 24 business-hour notice to cancel a booked appointment. Certain exceptions do apply (i.e., snowstorm, power failure, traffic accident, etc.).

**In the event of a no-show, there is a \$50 cancellation charge. For less than 24 hours notice, we will attempt to fill the slot. If successful, we will waive fee.**

Tom's Tonics-A Modern Apothecary, LLC 6384 Mill Street, Rhinebeck, NY 12572  
Phone: 845-876-5556 Fax: 845-876-5559 email: [info@drfrancescotti.com](mailto:info@drfrancescotti.com)  
Satellite office: Bambini Pediatrics 207 Washington Street, Suite 103  
Poughkeepsie, NY 12601 Tel: 845.249.2510

Dr. Thomas J. Francescotti  
Naturopathic Health Center & Pharmacy

**Please avoid wearing perfume, colognes, any other scents, oils, etc.**

We cater to many patients with allergies and environmental sensitivities. Products like this are extremely offensive and may produce significant adverse reactions in these patients.

**Services**

**Naturopathic Care**

A first office call generally runs 60 minutes. For chronic or complex health problems (autism, cancer, auto-immune conditions, mood disorders, etc.), you may want to request a 90 minute visit or our office staff may suggest this. Follow-up visits are typically 30-60 minutes. For simple acute follow-ups, we also have 15 minute time-slots.

**ONDAMED Treatment: A cutting-edge and FDA-approved device**

ONDAMED® reduces inflammation & pain, promotes relaxation, supports adrenal function, and improves circulation & detoxification. Also, we are excited to offer the Ondamed protocol for smoking cessation. In just a few visits, patients stop smoking and free themselves of their nicotine addiction. Sessions are with Chris Van Ort, certified Ondamed practitioner and typically last 45 minutes and are only offered at the Rhinebeck office. The doctor may refer you for this therapy if deemed medically appropriate

**Craniosacral Sessions: Intuitive & Visionary Healing**

Soothing, non-invasive, hands-on therapy. Craniosacral work has traditionally focused on the 22 bones that make up the human head, the vertebra and sacrum, and also on the brain, the central nervous system, the cerebrospinal fluid and the system of membranes inside the cranium and spinal column. My approach encompasses all ways of understanding and working with the craniosacral system - biodynamic, energetic, mechanical and visionary. In a safe and sacred environment, one's inner healer is allowed to emerge, giving us vast possibilities for relaxation, deep personal insight, and transformation. Blending intuition, transpersonal & shamanic practice with anatomy & science, a gentle "unwinding" of physical and emotional patterns occurs, allowing the body and mind to experience peace and freedom. The doctor offers individual sessions lasting 60-90 minutes. Please do not hesitate to inquire about this service

**Phone, Skype/iChat, and Email Consultations** (billed at ND rates)

The doctor is available for phone appointments. A phone consult is a phone call that is initiated by the patient to consult on a new illness or a current condition. It can take the place of an office visit, lasting 15-60 minutes. The doctor is also available for house-calls, price varies depending on location and travel time. Please call if you are interested in this option.

We will be set up on Skype and/or iChat, available for consultations.

Email is becoming an increasingly useful means of communicating between families and the doctors' office. Bear in mind it is not appropriate for urgent, complicated, or sensitive matters. Email correspondence becomes part of the medical record.

Personalized Email consults may need to occur when in person or phone contact is not possible. An email consult follows the same guidelines as a phone consult, and is charged based on the complexity & length of time required for proper response.

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**Pharmacy shipping policies**

Shipping & handling charges for mailing pharmacy items will be \$7 for most packages to most locations. If the cost exceeds this, we will notify you beforehand. We may reduce or waive the shipping fee under certain circumstances.

**Financial Responsibility**

Charges will be based on length & type of visit, pharmacy items, and any other procedures performed. Payment is required at the time of service unless other arrangements have been previously made. Please note for all dispensary items, payment is due at time of purchase.

We do not directly bill any insurance plans. We will be happy to give you a copy of your bill with proper codes that you may submit to your insurance company for reimbursement. Payment may be cash, check, or debit/credit card (Visa, MC, American Express), and many are able to use their flexible health spending accounts.

There is a \$25 fee for returned checks for non-sufficient funds.

**Fees are as follows:**

ND Initial Visit: 60 or 90 mins	\$125, \$175
ND Return Visit: 15, 30, 45, 60 mins	\$45, 75, 100, 125
ONDAMED	
Individual Program	\$55
SMOKING CESSATION:	
Initial 2 sessions/Monthly Tune-up	\$250, \$85
Lyme, Cancer, & Immune Support Program	
10 Sessions, 2/wk for 5 weeks	\$500
Craniosacral Sessions: 60-90 mins	\$125, 150

**Informed Consent to treat** (PLEASE INITIAL)

\_\_\_\_\_ I hereby authorize qualified health care professionals to perform routine procedures as necessary to facilitate my or my child's treatment. This includes the following: common procedures, use of botanical, nutritional, and homeopathic remedies. I recognize there are potential risks and benefits of these procedures. It is important that you understand the benefits, risks, and alternatives associated with each treatment recommendation. At times, we may forget to outline these for you. Feel free to ask us if more information is needed to reach a thoughtful decision.

**Authorization** (PLEASE INITIAL)

\_\_\_\_\_ I understand that Dr. Francescotti does not accept insurance and that I am responsible for all fees incurred under his care. If I wish to have insurance payment, I will submit my receipts (with proper codes) for reimbursement myself. I also acknowledge all financial responsibilities and that there is a fee for no-show appointments

We look forward to working with you. I acknowledge that I have read, understand, and agree with all the information above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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