



## **2022 Atlantic Naturopathic Consent Forms**

### **Informed Consent for Naturopathic Care**

By signing below, you acknowledge and understand that:

- 1) Dr. Michelle Naman and Dr. Olivia Froehlich are naturopathic doctors (ND) and not medical doctors (MD). They are trained in naturopathic medicine, a distinct and alternative healthcare practice. They do not diagnose or treat medical conditions in the state of New Jersey, nor do they manage pharmaceutical drugs. Dr. Naman maintains a naturopathic physician license in Connecticut, and Dr. Froehlich maintains a naturopathic physicians license in Vermont.
- 2) Dr. Naman, Dr. Froehlich, and our staff do not recommend that you discontinue any other treatment or care provided by any other healthcare professional.
- 3) There is no expressed or implied guarantee of any specific outcome from recommendations provided by Dr. Naman, Dr. Froehlich, or our staff.
- 4) I will notify the doctor of any changes in my medical history, medications (prescription, over-the-counter, etc.), supplements (herbs, vitamins, minerals, etc.) and risk for potential pregnancy.
- 5) Potential risks of naturopathic care include pain, discomfort, allergic reaction to herbs, supplements, or aggravation of pre-existing symptoms. If you experience life-threatening adverse reactions, seek emergency care immediately. Please inform us of any symptoms, regardless of severity.
- 6) If you have a true medical emergency or serious medical concern, you are to call 911 immediately. Atlantic Naturopathic does not see clients with urgent or emergent conditions.
- 7) Dr. Naman and Dr. Froehlich are not recognized providers with any insurance companies nor do they submit claims to insurance companies on your behalf. Presently, no insurance companies in the state of New Jersey offer coverage for naturopathic care. Dr. Naman, Dr. Froehlich, and the staff at Atlantic Naturopathic do not provide itemized bills to be submitted to insurance.
- 8) Dr. Naman and Dr. Froehlich are not licensed healthcare providers in the state of New Jersey. As such, they are not bound by HIPAA in the state of New Jersey.
- 9) Dr. Naman and Dr. Froehlich work closely with our medical director, Dr. Scott David DO in instances where routine lab work, select functional tests, or prescription medications are ordered. By signing below, you consent to allowing your doctor to discuss your case with Dr. David if labs and/or medications are indicated and agreed upon between you and your doctor.

This consent form applies to any and all providers you are working with at Atlantic Naturopathic.

### **Consent to Contact**



### **Charm Client Portal**

As a client of Atlantic Naturopathic, you are required to establish a Charm Client Portal which forwards pertinent messages and notifications to your chosen email address. By signing this form, you are aware that you must establish a Charm Client Portal and consent to receiving messages and/or notifications forwarded to your email.

Email Address: \*

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### **Phone**

As a client of Atlantic Naturopathic, we must have a phone number that we can reach you at.

Preferred phone number: \*

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Do you authorize us to leave voicemail messages at your preferred phone number?  Yes  No

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### **Client Fees, Payment & Cancellation Policies**

We plan for your experience at Atlantic Naturopathic to be an excellent one. To further that goal, we want you to be fully informed about our fees and payment policies. We currently only accept payments by credit and debit card bearing a Visa, MasterCard, American Express, Discover, JCB or UnionPay logo. We require a card on file through Square for all clients and members. You may call at anytime to change your current card on file. We reserve the right to make changes in our fees and/or policies without advance notice.

All consultation, membership, cancellation, and no-show fees are non-refundable.

Any and all supplements that are bought in-office are non-refundable.

The following fee schedule is in regards to the services that Atlantic Naturopathic and our doctors provide their clients. These fees do not include any additional costs such labs or the purchase of products on the recommendation from their naturopathic doctor.

Are you signing up for a membership? (If yes, please proceed to "Membership

Yes  No

Pricing" heading) \*

### **Non-Membership Pricing (Priced Per Visit)**



1. New Client Visit (90 minutes): \$350.00

This visit is for all new clients--those who have never been seen at Atlantic Naturopathic and those who haven't been seen by their doctor at Atlantic Naturopathic for more than 3 years. This visit is prefaced by completing thorough intake paperwork, reviewing and signing our consent forms, and preparing and sending any relevant lab-work, imaging, or diagnosis information to your naturopathic doctor. This is a 90 minute visit.

2. New Client Visit, Internal Referral (90 minutes): \$300.00

This visit is for clients established with a doctor at Atlantic Naturopathic who have been seen within the last 3 years, and have been referred to another doctor within Atlantic Naturopathic who has not seen them before. This is a 90 minute visit.

3. Return Client Visit (50 minutes): \$250.00

This visit is for clients established with a doctor at Atlantic Naturopathic who have been seen within the last 3 years, and are returning to that same doctor. This is a 50 minute visit.

4. Check-in Visit (30 minutes): \$175.00

This visit is for clients established with a doctor at Atlantic Naturopathic who have been seen within the last 3 years, and are returning to that same doctor. This is a 30 minute visit. Requests to schedule will be reviewed by your doctor before confirmation. If the nature of the visit seems more complex than time will allow, a "Return Client Visit" will be proposed instead.

5. Acute Visit (30 minutes): \$125

This visit is for new or established clients, and are telehealth only for non-emergent conditions such as colds, flus & other acute illnesses. Must call to book.

6. Supplement Review (25 minutes): \$75

This visit is for new or established clients, and may be telehealth or in-person. This is a general review of your current supplements to assess overall necessity, brand quality, and dosing. This visit does not include discussion of conditions/symptoms outside of the context of supplementation.

7. Phone/email contact: Variable

There are a plethora of topics and complex questions involving natural health and naturopathic medicine, and you have access to experts in the natural health field to answer your questions! However, due to the volume of clients and time spent reviewing the most up-to-date research in a rapidly ever-developing field to make sure all answers are as fully-informed as possible, we must put measures in place to protect the value of our doctors' time answering questions via phone or message.



Please note: All contact made regarding clarification, questions, or concerns about recommendations from your naturopathic doctor at Atlantic Naturopathic are FREE, and will not incur a charge. Furthermore, if your naturopathic doctor or the Atlantic Naturopathic team have requested that you contact them for whatever reason, this will also be FREE, and will not incur a charge. Simple questions sent via Charm Client Portal which the doctor can answer without further research, will be free of charge and will include "THIS MESSAGE WILL NOT INCUR A CHARGE" at the bottom of the message.

Phone calls with your naturopathic doctor (outside of the reasons stated above which remain free) will be \$75 per 15 minutes.

Messages via the Charm Client Portal will incur a fee dependent on the amount of work required to formulate an answer. Our doctors' research fee is \$2.50/minute, and they utilize a timer to ensure accuracy. Your doctor will notify you in a message with the amount of time and subsequent fee required to answer your question, and give you the option to opt into the exchange of work. If your doctor spends more time researching the question, you will only be charged the agreed-upon original fee. If your doctor spends LESS time than estimated, you will be charged only for the time logged.

Client: ~Question~

Your doctor: Thank you for your question! I foresee this taking me about \_\_\_ minutes to formulate my answer, which will result in a fee of \$\_\_\_. The fee will be charged to your card on file once the answer is sent via message. If you agree to the above mentioned fee, please respond with "I approve this charge". I will not begin my research until I've received a response. If you do not agree to the above mentioned fee, you needn't answer, I will not begin my research, and I look forward to seeing you at our next visit!

### **Non-Membership Visit Cancellation Policy**

At Atlantic Naturopathic our goal is to deliver excellent naturopathic care to our clients. Part of achieving this goal involves a no-show and cancellation policy. Early cancellation allows access for another person to schedule with us at that time. The following policy is with regard to clients who do not keep their scheduled appointment(s).

#### **No-shows:**

Clients who fail to show for their scheduled appointment without notifying the clinic before the start of the visit will be subject to a "No-Show" fee of 80% of their scheduled visit fee.

#### **Late cancellations:**

Clients who cancel within a 24 hour business day of their scheduled appointment will be subject to a "Late Cancellation" fee of 50% of their scheduled visit fee. A business day is defined as any day except Saturday, Sunday, and any federally recognized holiday.

*In the event of an actual emergency which prevents a client from keeping their scheduled appointment, consideration will be given, and a one-time exception may be granted.*

#### **Cancellations:**



No cancellation fee is applied if you cancel one business day or more BEFORE your scheduled visit.

**Late shows:**

We understand that delays are a part of life; however, we must also prioritize our doctors' and their other clients' time by staying on schedule. In any event of a client arriving late to their visit, the appointment will not be extended, rather it will end at its scheduled time. If a client is 15 minutes late to their NEW or RETURN client visit, the visit will automatically be cancelled and the client will have to reschedule. If a client is 5 minutes late to their 30 minute CHECK-IN visit, the visit will automatically be cancelled and the client will have to reschedule.

If a client is late to the extent of the visit needing to be rescheduled, this will count as a "Late Cancellation". The first time a visit needs to be rescheduled due to tardiness, the client will not be charged a "Late Cancellation" fee. Any additional occurrences will result in the client incurring a "Late Cancellation" fee as detailed above.

**Payment policy regarding No-Show/Late Cancellation fees:**

The appropriate fee will be charged to your card on file on the day of the missed or canceled appointment.

**How to cancel your appointment:**

To cancel or reschedule an appointment, you may call our clinic at (732) 704-4877 or message your doctor through Charm. If your call is not answered, please leave a voicemail.

**Membership Pricing**

Our members enjoy greater access to their physician which allows for optimal naturopathic care. The membership includes an initial client visit, unlimited 30 and 50-minute visits, reduced cancellation fees, unlimited messaging with their practitioner, and no membership cancellation fee.

1. The membership fee is \$150/month. This will be charged to the card on file starting on the day of the client's initial visit with their practitioner. The membership fee will recur as automatic payments to the card on file every 30 days through Square. Square requires completion of a one-time consent prompt to allow recurring payments, which the member/cardholder will complete during the initial visit with their practitioner.

2. There is a one-time registration fee of \$350. This will be charged to the card on file the day of the client's initial visit with their practitioner. This fee will be waived if a new client, who originally paid for their initial visit with their practitioner outside of the membership model, decides to upgrade to the membership within 30 days of their initial visit.

*If you pay for your full year upfront, you will get one month free, totaling \$2,000 (\$350 + 11x\$150). This will be a one time charge at the time of the client's initial visit, and will renew yearly at \$1,650 (11x\$150).*

3. Members enjoy unlimited, free messaging and communication with their practitioner regarding their care and any questions they may have. Communication will be through the Charm Client Portal or by phone. Practitioners retain the right to recommend that a visit is required to address the specific concern or question.



4. Memberships must be cancelled 20 days before the start of the next billing cycle. There is never a fee to cancel your membership.

5. If a client cancels their membership and wishes to re-subscribe, they will incur the one-time registration fee of \$350 upon resubscribing.

### **Membership Visit Cancellation Policy**

At Atlantic Naturopathic, our goal is to deliver excellent naturopathic care to our members. Part of achieving this goal involves a no-show and cancellation policy; however, members enjoy reduced cancellation fees.

#### **No-Shows and late cancellations (within one business day):**

There is a flat \$50 no-show/late cancellation fee. A no-show is defined as a client that does not show up for their scheduled visit without notifying the clinic. A late-cancellation is defined as cancelling an appointment within a 24 hour business day of the scheduled visit. A business day is defined as any day except Saturday, Sunday, and any federally recognized holiday.

*In the event of an actual emergency which prevents a client from keeping their scheduled appointment, consideration will be given, and a one-time exception may be granted.*

#### **Cancellations:**

No cancellation fee is applied if you cancel one business day or more BEFORE your scheduled visit.

#### **Late shows:**

We understand that delays are a part of life; however, we must also prioritize our doctors' and their other clients' time by staying on schedule. In any event of a member arriving late to their visit, the appointment will not be extended, rather it will end at its scheduled time. Members enjoy a more lenient late show policy. If a member is 20 minutes late to their NEW or RETURN client visit, the visit will automatically be cancelled and the member will have to reschedule. If a member is 10 minutes late to their 30 minute CHECK-IN visit, the visit will automatically be cancelled and the member will have to reschedule.

If a member is late to the extent of the visit needing to be rescheduled, this will count as a "Late Cancellation". The first time a visit needs to be rescheduled due to tardiness, the member will not be charged a "Late Cancellation" fee. Any additional occurrences will result in the member incurring a "Late Cancellation" flat \$50 fee.

#### **Payment policy regarding No-Show/Late Cancellation fees:**

The flat \$50 fee will be charged to your card on file on the day of the missed or late-cancelled appointment.

#### **How to cancel your appointment:**



To cancel or reschedule an appointment, you may call our clinic at (732) 704-4877 or message your doctor through Charm. If your call is not answered, please leave a voicemail.

### **Client Fees, Payment & Cancellation Policies Acknowledgement**

I agree to make payment according to the policies of Atlantic Naturopathic. If not signing up for membership service, I understand that payment is due in full at the time of service. If signing up for membership service, I understand that the fee is recurring and charged to my card on file.

I understand the cancellation policies and that if I incur a fee, it will be charged to my card on file.

### **Individualized Tincture Agreement**

Herbal formulations are one of the most effective tools NDs use. Each formula is crafted individually for the client's specific needs. As such, we require consent to pay for the formula before the tincture is created because it cannot be reshelfed or sold to another client.

The practitioner will inform you of the amount of tincture to be created and the corresponding price, and ask for verbal or written (i.e. Charm message) consent. Following consent, payment is due in full (card on file or credit card) and the practitioner will formulate your individualized tincture.

Signing this consent form indicates your understanding that once you and your practitioner decide an individualized tincture is right for your care, you are bound to pay for the tincture at the time of consent.

Tincture prices are as follows:

2 oz – \$28

4 oz – \$56

8 oz – \$96

16 oz – \$192

Prices are subject to change without advance notice. Tinctures cannot be returned.

### **Consent**

I understand and agree to all the above terms and conditions.

I acknowledge that I have read the above and consent to naturopathic care at Atlantic Naturopathic on behalf of myself or those in my guardianship. I acknowledge that I have been provided ample opportunity to read this form.

I am a consenting adult of at least 18 years or older. I have read this document completely and I understand and agree to all of its contents demonstrated by my signature below.

Client Name \*

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Atlantic Naturopathic  
227 E Bergen Pl, Suite 5  
Red Bank, New Jersey, US - 07701

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Parent/guardian name (if applicable)

**CLIENT OR GUARDIAN SIGNATURE \***

Date: \*