



OFFICE POLICIES

Purple Sage Center, Inc.

Hours

- Monday, Tuesday, Wednesday and Friday - 9:00 AM to 5:00 PM
- Thursday - 9:00 AM to 3:00 PM

Telephone Calls

- Call 911 for emergency situations.
- Call Purple Sage Center at 602.938.8200 during office hours.
- *If you call the office or Dr. Alexandria's cell phone to discuss a new condition, you will be charged a consultation fee.*

Forms

- You will receive a variety of forms, including Patient Registration/Informed Consent and the HIPAA Notice of Privacy Practices, for you to read, complete, and sign. Copies of these forms are available on our website. If you have any questions concerning these forms, we will explain them to you.

Appointment Cancellation

- Appointments must be cancelled no later than 24 hours and at least one business day prior to an appointment, otherwise you will be charged \$30 for the missed appointment.

Payment/Insurance Policy

- Purple Sage Center, Inc. provides services on a fee at time of service basis. By choosing not to be a provider with contracted status with insurance companies, we do not have to limit the time or quality of treatment we provide because of insurance company restrictions or elevate our rates to pay for billing services. Additionally, we have the flexibility to assist patients in financial need.

When you pay for the services you receive, you will receive a written statement (superbill) which you can submit to your insurance company for their consideration of reimbursement to you. We will be happy to provide chart notes or other documentation at your or your insurance company's request.

Whether or not you receive reimbursement and the amount will vary according to the terms of your insurance policy. We strongly recommend you call your insurance company to completely understand your benefits prior to your first scheduled appointment. We cannot make guarantees or estimates regarding what reimbursement your plan allows.

- Payment for appointments, supplements and products is due in full at the time of service or purchase. We accept cash, check or debit/Visa/MasterCard/American Express at the time of service. We also accept Health Savings Account and Flex Spending Account debit cards at time of service.
- If a check is returned due to insufficient funds, you will be charged \$30 in addition to the unpaid balance. In addition, if payment is not received within 30 days, finance charges will begin accruing at 1.5% per month. Excessively overdue accounts will be forwarded to an outside collection agency and you will be responsible for any fees generated as a result of collection efforts.



Return Policy

- Supplements:
 - Refrigerated items cannot be returned
 - Unopened product returned within 90 days of the purchase date – 100% of the purchase price
 - Opened product returned within 90 days of the purchase date – 50% of the purchase price
- Skin Care Products – returns decided on an individual basis
- Other Products – returns decided on an individual basis

I have read and understand the above information and agree to the terms of payment.

X _____
Signature

Date