



WELCOME to Ozark Herbalist, LLC

To make the most of your appointment it is important for you follow some easy guidelines.

1. Please fill out the Intake Form prior to your appointment and bring it with you.
 - a. If you are taking several supplements, you may want to bring them with you.
 - b. Be sure your prescriptions are listed or bring them with you.
2. It is fine to bring a spouse, relative or friend with you to the appointment, simply indicate their name on the HIPAA portion of the Intake Form (bottom of page 3)
3. If you are scheduled for an Iridology assessment, no special preparation is required.
 - a. All new clients 12 years old and older will have Iridology assessment.
4. If you are scheduled for a BioEnergy scan, please do not wear ionic bracelets, FitBits®, body or therapy magnets, copper bracelets, jewelry containing large quartz, or other resonance producing articles. When you sit for the testing, we will have you remove your cell phone, watch, and any of the above if present.
 - a. If you drink coffee or other caffeinated products, restrict to 1 – 2 cups. Excessive caffeine consumption will affect the scan.
 - b. Take the supplements and prescriptions that you normally do.
 - c. If you are taking steroids for any reason, please call us for recommendation as to rescheduling as certain steroids will affect the outcome of the scan.

We are here to help you reach your goal of optimal health. We want to be available to inspire you to continue your journey to wellness. Please understand that we are committed to help you, but you must be committed to take ownership and responsibility to make the changes necessary to achieve your goals.

CONSIDERATION OF OTHERS

Consideration is something we all try to practice every day with the people we meet. This is especially important in our clinic which is an enclosed environment. When you visit our clinic we ask that you follow these guidelines:

- ❖ Please do not wear heavy perfume, highly scented products, or strong essential oils.
- ❖ Cell phone use is not permitted during testing or in the clinical areas. Please place the phone on vibrate and step outside if calls are necessary. Calls are not only a disruption to the flow of assessment but can interfere with test results.
- ❖ Please arrive on time for your appointment. If you are a new client and have not completed the required paperwork, then you **MUST** arrive 10-15 minutes early to finish the forms necessary for your appointment. Be considerate of the clients that follow you. Be timely in your attendance.

PAYMENT OPTIONS

- ✓ Payment is expected on the day of service, or at the time you order from us.
- ✓ We accept cash, MasterCard, Visa, and Discover.

- ✓ New clients, when making appointments, are required to provide valid credit card information to reserve the appointment time.
- ✓ Should you not provide 24 hour notice of cancellation or you fail to appear for your scheduled appointment, your credit card will be charged 50% of the cost of your scheduled appointment.
- ✓ There will be a \$40.00 service fee on any returned check.

WEATHER CANCELLATIONS

Throughout our Ozarks winter, there are days where snow and ice can make everyone change their plans. Please call us to ascertain whether we are seeing clients. In this case, no cancellation fee will apply.

PRODUCT RETURNS

We do not accept ANY product returns. This is due to the liability of the quality control issues when the product leaves the premises. Please confirm the products you are purchases before leaving the clinic. Absolutely NO returns except for product defects. If a product is suspect, we must have the product in question for return to the manufacturer before monetary adjustment.

GIFT CERTIFICATES

We enjoy seeing new clients come to our clinic to use a gift certificate. This is really a wonderful gift, but there are a few rules about gift certificates. First, although we put a 90 day expiration date on the gift certificate, if the recipient schedules an appointment within the 90 day period for a later date, we will accept it in full. Secondly, we keep records of all gift certificates, so if someone loses the hard copy, just call us! Thirdly, only one gift certificate may be used per visit. And lastly, the minimum purchase for a gift certificate is \$20.00 per certificate. Gift certificates are non-returnable and have no cash value. They must be used for in house services and products.

If you have any questions about your upcoming appointment, do not hesitate to contact our clinic and speak to Michelle, Cynthia or myself.... We look forward to meeting you!

Dr. Carolyn and staff

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“Wellness is an active process of becoming aware of and making choices toward a healthy and fulfilling life.”