

# *Beyond Wellness*

*Dr. Lorraine Johnson*

4501 Pacific Coast Highway Suite 300 Long Beach, CA 90804

Ph. (562) 498-2277 Fax (562) 494-7454

## **POLICIES AND PROCEDURES**

*(please retain a copy of pages for your records)*

**Please complete and return the forms enclosed prior to your consultation with the doctor.**

- ✚ If your consult is over the phone, please mail or fax.
- ✚ If your consult is in our office you may bring them with you.

### **New Patients**

#### Office Appointment

Your first consultation will be 60 minutes (\$165.00). During this time Dr. Johnson will go over your case history, subjective questionnaire and check your structure (if needed). She may also recommend lab tests to address your specific health concerns.

#### Phone Appointment

Your first consultation will be 60 minutes. During this time Dr. Johnson will determine the best lab tests you should order to address your specific health concerns.

### **Fee Schedule**

15-minute consultation \$40.00  
30-minute consultation \$80.00  
45-minute consultation \$115.00  
60-minute consultation \$150.00  
New Patient, In-Office or Distant Consultation \$165.00

- ✚ Payment is due at time of consultation
- ✚ Methods of payment are: Personal Check, Cash, Visa, MasterCard
- ✚ All consultations are time recorded from the time the appointment begins; you will only be billed for the actual time used.

### **Appointments**

- ✚ Follow-up phone and in-office consults may be scheduled in 15, 30, 45, or 60-minute blocks of time.
- ✚ We encourage you to book your appointments 2 weeks in advance.

### **Lab Test**

- ✚ The results of your lab tests(s) will be sent to Dr. Johnson 2 to 4 weeks after mailing your specimens to the lab.

- ✚ Dr Johnson will evaluate the results. After evaluation you will be contacted to either schedule a follow-up appointment or order the recommended supplement program.

### Phone Patients

- ✚ With the exception of international calls, Dr. Johnson will call you at the time of your scheduled consultation. She strives to operate on a precise schedule, so please keep your phone line clear.
- ✚ If paying by credit card, the card number is required to on file with our office prior to the consultation. Checks are accepted if received prior to the consult.
- ✚ As a courtesy to you, our office will call you to confirm your appointment 24 hours in advance.

### Cancellations

- ✚ If you are unable to keep your scheduled appointment, you must notify our office a minimum of 24 hours before your scheduled time or you will be charged for that appointment.

### Product Orders

- ✚ You will be contacted regarding the cost of your program as prepared by Dr. Johnson and/or to schedule future appointments.
- ✚ Orders are shipped within 24 hours of receipt unless otherwise stated. Saturdays, Sundays and holidays not included.

### Returned Products

- ✚ **PRE-APPROVAL is REQUIRED on ALL RETURNS!!!**
- ✚ **Refrigerated items CANNOT be returned**
- ✚ 15% restock fee of purchase price less shipping & handling will be refunded on unopened and non-refrigerated items.
- ✚ No supplement returns will be accepted after 30 days on all regularly stocked items. Special orders CANNOT be returned!
- ✚ Prepaid tests can be returned for credit within 30 days of purchase.

### Important Notes

- ✚ Dr. Johnson is not a medical doctor; she does not service medical emergencies. **If you have a medical emergency, you must contact your primary care physician or dial 911!**
- ✚ Please contact the office if you are not clear on any of our policies or procedures.

I \_\_\_\_\_ have read and understood the Beyond  
(please print name)

**Wellness Policies and Procedures.**

Date\_\_\_\_\_

Signature\_\_\_\_\_

