



Telephone Consultation Guidelines & Policies

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This is the first of three PDF Documents, which provide the guidelines and policies regarding Free and Fee-Based Telephone and Email Consultations.

In addition to providing these guidelines and policies for Telephone Consultations, please note that when you need to communicate any information that pertains to the following list, it requires a telephone consultation, not an email or email consultation, as these are time sensitive subjects and to email will cause delays, errors or other challenges in providing our services to you in a timely manner.

You may email as a follow-up to the Telephone consultation, however, it is imperative that you communicate the following information by telephone first.

1. **Time Zones:** Due to the various time zones of our clientele, all appointments are provided in **Central Standard Time**. Therefore, please change time to your zone, when applicable. At the bottom of each web page we have listed our business hours in all time zones.
2. **Client Telephone Number:** At the appointment time, Dr. Smith will call you on your Home Telephone number. If there is another number you would like for her to use, please communicate this by email at least 48 hours before the appointment time. If you do not have email, please call the office at (940) 761-4045.
3. **Report of Findings Consultation Fee:** The Analysis Test Fee includes a 15-minute consultation per test ordered. For example, if blood and a saliva tests were ordered, you would have a 30 minute prepaid telephone consultations. Time over 15 minutes (per test) incur a consultation fee (see above), which is our Standard Fee Rate for All Types of Consultations.
4. **Telephone (Not Email) Consultations** are required and scheduled when you:
 - a. Have a **question or event that affects following your current therapeutic supplement program or any other therapeutic implementation instructions precisely**, such as dosage clarification, adding or stopping a supplement, financial challenge that may affect continuing program or services currently in process or established.
 - b. Have a **questions about completing a questionnaire or taking a specimen (or sample)** of hair, urine, saliva or stool for testing or having blood drawn.
 - c. **Need to Change, reschedule or cancel** a pre-scheduled Telephone Consultation appointment. See 48-Hour Notice below for more information.
 - d. Have an **Emergency** (Client-Initiated Emergency Telephone Consultations will be defined in the email you will receiving regarding Free and Fee-Based Telephone and Email Consultations)
 - e. **Require a reply by a specific date/time within seven days.**



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- f. Have a **question about your Therapeutic Supplement/Products Auto-Shipment** that may affect the timely mailing of your next auto-shipment. In other words, an answer is required before the next upcoming Column #1 date on your Auto-Ship Schedule. The current Auto-Ship Schedule and Auto-Ship Policies are emailed the day before each Column #1 Date on the Auto-Ship Schedule. We ask that our clients read them before calling to ask questions about Auto-Shipments. Clients who call with questions already answered in our Auto-Ship Schedule/Policies will be provided the reference number or location to find the information so they will always know where this information is when needed again in the future.
- g. **Discontinuation of Clinical Nutrition/Naturopathic Services** must be communicated personally to Dr. Smith by scheduling a Free Closure Telephone Consultation and not provided by email. To stay in good standing with our company, Dr. Smith requires that each client completes the HAC Questionnaire and Closure Telephone Consultation, both at no charge, so they may be informed of the progress to date they have accomplished, what to expect in the near future regarding areas of the body that have improved, but not attained optimal healing or areas that have not yet been nutritionally supported, how to properly wean themselves off their therapeutic supplements and what to expect when the last of their on-hand therapeutic supplements have been consumed. A copy of the HAC Report and comparison to the previous reports is also provided at no charge.
5. **48 hours Notice** is required to change, reschedule or cancel a pre-scheduled Telephone Consultation to avoid incurring a 48-Hour Non-Notice Fee which is 50% of the Appointment Fee Scheduled. **Changes in appointments on Dr. Smith Schedule must be communicated by telephone to Dr. Smith, personally.** Therefore, do not email or leave message with staff. Our staff may schedule appointments for you with Dr. Smith, or vice versa, however, they are not authorized to change, reschedule or cancel an appointment on Dr. Smith's Schedule.
6. **Payment** by credit or debit card is due at the end of the consultation, once consultation end time has been established. Start time begins when A.C.N. dials telephone.
7. **Caller ID:** Our Fax line is used for all outgoing calls to clients by Dr. Smith and her staff so we may keep our main phone line open for incoming calls, which is (940) 761-4045. Therefore, our fax line phone number, (940) 761-4405, is the number that will appear on your Caller ID. When returning our call, you can avoid having to look up our office number if you will simply switch the middle two numbers (40 – switch to 04) of the last four (4405) that you see on your Caller ID, thus making the last four number 4045, and voila' you will have our main office line, which is the only phone number that will contact us. If you return our call or place a call to us from the number on the Caller ID, you will hear that awful fax noise, and to help you avoid that experience, I have included this helpful tip in these Guidelines.

Because the above are administrative and business policies, if you have any questions you may schedule a Free Telephone or email your questions. Administrative and business policy and guideline emailed questions are considered a Free Email Consultation. Thank you for helping us help you!