



Janene Martin, ND
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Phone and Email Consultation Policies

It is important to me that you can inform me of your progress. I want to keep up to date with your health and meet your needs. To most effectively manage the care of all patients I ask that you honor the following agreement.

Dr. Martin will be available for contact by phone and or e-mail. You may call or e-mail with either questions or updates on your progress. If a response is required, every reasonable attempt will be made to return your voice mail message or e-mail within 48 hours, as Dr. Martin's schedule allows. If you have sent an e-mail or left a phone message and do not get a response within 48 hours, please call the office to follow up.

Scheduled phone consultations are available for established patients. However, all phone consultations will be pro-rated at the normal visit fee of \$200 per hour according to the length of time devoted to each call.

E-mail correspondence with Dr. Martin is most appropriate for quick updates and simple, direct questions or clarifications, and is not intended to take the place of an office visit or for urgent health issues. Brief e-mail responses from Dr. Martin will not be billed. However, frequent or complex e-mails will be cumulative and will be billed on a monthly basis based on the time required to respond to your e-mails. Billing will be prorated based on the hourly visit rate. If your question or update is complex, requires a lengthy response from Dr. Martin, or involves an ongoing dialogue, you may also send an e-mail update and then schedule a phone consultation or an office visit to further discuss your questions and concerns.

Dr. Martin reserves the right to require an office visit to answer questions and make treatment recommendations, based on the complexity and nature of your health concerns.

Our office may be able to recommend a doctor who can be contacted for your immediate health questions, but Dr. Martin does not typically offer emergency services or walk-in appointments. In the case of a true emergency please call 911 and/or proceed to your nearest emergency center.

I have read, understand, and agree to abide by the above phone and email consultation policy.

DATE

SIGNATURE OF PATIENT OR RESPONSIBLE PARTY

IF NOT PATIENT, PLEASE INDICATE RELATIONSHIP TO PATIENT