

**Red Aspen Wellness
Office Policy and Appointment Commitment**

Thank you for allowing us to support you.

The following applies to all virtual and in-office visits. You may pay by any means such as cash or check but a credit card is required to be on file during your 1st appointment.

If you need to cancel, reschedule, schedule, book a visit, or refill herbs, methods favorable to do so are:

1. Email: sheila@redaspenwellness.com
2. Call: 303-819-1518

Do not find us on Facebook, Twitter, or Instagram to discuss your appointments. Sounds strange to state but we got here with this message for a reason. Social media is not how we handle your healthcare concerns or appointments.

No show/cancelations/rescheduling:

Please respect that we carve out your time with our time. Cancelations without penalty are outside of 48 business days (M-F, not weekends/holidays) hours. If you are inside the 48 hour mark your card will be charged \$70. If you are within 24 business (M-F) hours it will be full price of the visit. This is best done by email.

Please understand email or text are not checked "every minute" so expect reasonable timing for receiving your need to reschedule or cancel and it is advised you do not go right up until the last minute. We aren't unreasonable. If a genuine one-off emergency comes up this can be discussed.

Rescheduling:

"Serial rescheduling" is defined as needing to reschedule repeatedly for the visit. This is time consuming and can cluster up the schedule for all. If this happens in a chronic or repeat manner or with more reschedulings than appointments, you will need to call on the day of to see if there is an opening, and you will still fall under the "24 hour" cancelation/no show policy so our scheduling may flow smoothly for all.

Pharmacy Policies:

For herbs, esp refills: Typically, refills are what your last consult was including dose, amount, and herbs. Any changes to your formula or herbs would require a visit, all to be determined by the provider. Your card will be charged once the herb formula has been made. Once your formula is made, there are no refunds as these are custom tailored to you, and like most pharmaceutical and prescribed items, you cannot return them.

Sign:

Date:

