



Dr. Kathleen Allen  
Naturopathic Physician. Midwife. Lactation Consultant.

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#### Welcome!

We are pleased that you have chosen naturopathic care with Mother & Child Natural Medicine. We are here to support and assist you in achieving optimal health and well being.

#### First Visit:

During the first visit, our goal is to get to know you and gather information. Please fill out the health history form prior to your visit. We will review any records you bring, perform a screening physical exam, and order lab tests or previous records if necessary. You can expect the first appointment to last 60- 90 minutes. We will work together to create a plan of action.

**Clinic Hours:** See website for current hours.

#### Scheduling:

Visits can be scheduled by phone or online via our website. For routine visits, please contact us at least 2-4 weeks in advance of your desired appointment. If you are ill or injured and need to be seen quickly, please call the clinic before 10AM. We hold spots in our schedule for surprises. After 10am, we will open up those reserved spaces to our waiting list. When you make an appointment, you will be asked to provide a phone number that we can use to confirm your appointment. This number will also be used in the unlikely event that Dr. Allen is unable to make your appointment.

#### Contacting us:

Office phone number **425-333-4600**

Use this number to reach the receptionist to schedule an appointment or arrange supplement pick up.

Use this number to leave non-urgent voicemail messages for Dr. Allen.

Email [info@motherchildmedicine.com](mailto:info@motherchildmedicine.com)

Contact the receptionist at this email address to schedule appointments or re-order supplements to be picked up at the clinic. **Please do not direct any health related questions via email.**

Urgent Consultation/Paging **206-797-2990**

Established patients may page Dr. Allen 24 hours a day by calling this number. This number is to be used for medically urgent situations only.

There is a minimum \$25 fee for urgent consultations.

Emergency **911**

In the event of a medical emergency, dial 911 FIRST! After the crisis has been addressed, call Dr. Allen for follow-up advice and support.

#### Supplements:

On Site Dispensary

High quality supplements are available for purchase at Mother & Child Natural Medicine. Please call ahead or email with refill requests.

Supplements can be picked up any day of the week by prior arrangement.

Online Dispensary

Mother & Child Natural Medicine also has a partnership with Emerson Ecologics to bring you online ordering and home delivery of items we have prescribed. Please follow the link on our website or call 1-800-654-4432 to place your order. If there is something you would like to order that is not on the list please notify our office. All supplements should be taken as prescribed by Dr. Allen or Dr. Gordon.

Other Resources for Finding Natural Medicines

Many of the products we will recommend may be found in the following locations:

The Bastyr Dispensary (Wallingford)

Clark's Pharmacy (Bellevue)

Pharmaca (Redmond)

Dandelion Botanical Company (Ballard)

Super Supplements (Kenmore/ Redmond)

Mountain Rose Herbs (online)

Supplement Safety

The supplement industry is largely unregulated. It is important to buy supplements from reputable companies that follow good manufacturing principles and submit themselves to third party testing for assessment/assurance of purity, potency, and correctly identified ingredients. Please pay special attention to the manufacturer (brand) as well as the product name and strength when purchasing the supplements recommended by your physician.



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## Financial Policy and Fees

### Fees:

Our fees are based on a value scale which was developed by the American Medical Association. Pricing medical visits is a formulated process that is done after the visit has taken place. The fee depends on the complexity of the health concern, which procedures were performed, and the amount of time spent with the client. You are welcome to know what the charge is for any given service. Here are some average costs for different types of office visits.

First office call: \$185      Return office call: \$100      Well child check up: \$170      Adult Annual Exam: \$185

### Discounts:

We offer a 20% discount for patients paying in full by cash or check at the time of service. We offer a 50% discount to Bastyr students and a sliding fee scale for those experiencing financial hardship. Documentation of hardship/student status and full payment by cash or check at time of service are required.

### Insurance:

Dr. Allen is a preferred provider with many major insurance companies. If you have coverage through one of these carriers, we will bill them for you. Please clarify the details of your health insurance coverage with your insurance company. Insurance may not cover all services, tests, and therapies recommended to optimize your health because health insurance is often geared towards care of the sick rather than prevention of illness. If your insurance plan requires that you have a referral, make sure you have the referral on file with your insurance company before your appointment.

Insurance often does not cover the following fees:

Urgent consultation/paging fee	\$25
Cancellation with less than 24hours notice	\$50
Missed appointment, no notice	Full office visit fee
Scheduled telephone appointments	\$75
House Calls	\$175
Health counseling in the absence of disease	Variable

### Payment policy:

Payment is expected at the time of service. This includes any unmet deductible amounts, co-payments, fees for services not covered by insurance, and dispensary fees. When a child is seen, payment is expected from the adult who accompanies the child to that visit. After insurance billing, you will receive a statement if additional payment is due. A late fee may be assessed if there is failure to make payment within 30 days. A \$25 dollar fee will be charged to your account for NSF checks.

### Appointments:

We are setting aside time to be with you. Please let us know if you can't make it. Appointments cancelled with more than 24 hours notice incur no charge. There will be \$50 fee for appointments cancelled with less than 24 hours notice. A full office visit fee will be charged for failure to provide any notice of cancellation. This charge is your responsibility, as insurance companies do not pay for missed appointments.