

POLICIES & PROCEDURES

CANCELLATION & RESCHEDULING

Please cancel or reschedule your appointment through the online scheduler (or reach out directly) more than 24 hours prior to your appointment. You will be provided a full refund as long as you cancel more than a day in advance; otherwise, you will be refunded minus a 30% cancellation fee.

TIMELINESS

Please be on time for your virtual appointment, as we will only have the allotted time to work with. If you are unreachable at the time of your scheduled appointment, you will not be refunded.

PAYMENTS

Payments for appointments must be made in full at the time they are scheduled. Payments for herbs will be invoiced separately and must be paid in full before formulae are packaged and mailed.

EMERGENCIES

Please call 911 or visit an emergency room for all emergency medical situations. Herbal medicine may be appropriate to support recovery after proper medical treatment is received.

MEDICAL RECORDS

All medical records are handled in compliance with HIPAA regulations, as detailed in the HIPAA Notice of Privacy Policy.

PATIENT AGREEMENTS

The patient must read through and agree to the terms detailed in the Informed Consent Agreement, Arbitration Agreement, and HIPAA Notice of Privacy Policy prior to their first appointment. All of these documents are available at indigoelixirs.com and may be mailed or emailed upon request.

INSURANCE

At this time, medical insurance is not accepted.