



## Office policies

### Office business hours

Monday through Friday from 8:00 am to 5:00pm.

### Appointments

Monday to Thursday between 10:30 am and 5:00pm. Other appointment times can also be arranged.

### Payment

**Fees are due at the time of your appointment. Credit card, cash, check, debit, Paypal and Paypal Credit are accepted and an invoice will be issued to you via E-mail.**

Insurance does not pay directly for our services, but **some health insurance plans will reimburse you for the costs of homeopathic care.** Invoice statements from our office contain codes that can be submitted to insurance companies for reimbursement. Please see guidelines for [Insurance reimbursement](#).

If fees are changed, advance notice to existing clients will be provided. Refunds are not available.

### Consultation fees (**PLEASE CALL FOR CURRENT PRICING**)

*Fees pay for more than just consultations and include all homeopathic remedies, cell salts, Bachflower essences and most gemmotherapy tinctures as well as everything else it takes for me to establish a supportive relationship with you: individualized analysis and research, call-in support, evidence-based coaching and check-in calls or E-mails from me for the purpose of tracking your progress.*

### Comprehensive Consultation (2 hours)

Children under 12 (lower rate)

*Addresses all of your conditions and health history. Includes a custom-made Bachflower essence.*

### **Therapeutic Focus Consultation (1 hour)**

Children under 12 (lower rate)

*A more economical option. Focuses on your major chronic complaint, but still involves a holistic assessment.*

### **Follow-ups (45-60 minutes)**

*It is very important that follow-up appointments are kept, even when you are doing well or continuing to make progress. The dosing, frequency and potency management of your homeopathic remedy are critical to ensure proper progress. Remember that the ultimate aim of homeopathic care is that you will have minimal or no dependence on any medicines, including homeopathic remedies. As a convenience, video-conference or phone follow-ups can also be arranged.*

### **Acute Care consultations (15 to 30 minutes)**

Phone or in-office

(includes up to 2 brief phone follow-ups following consultation)

*Available for existing or new clients. Most non-life threatening conditions respond well to homeopathy so we maintain an inventory of more than 350 remedies in several potencies for acute illnesses, first aid and rehabilitation. Please contact us if during the course of homeopathic care you come down with an acute illness like flu or diarrhea, experience an urgent condition such as a strain, minor injury or burn, flare-up of a chronic symptom, or would like homeopathy to speed up recovery and rehabilitation following surgery or trauma.*

### **Family discount program**

We want entire families to get healthy so we strive to make homeopathic care accessible to everyone while providing excellent service. Discount applies to members of the same household who begin with a Comprehensive Consultation or Therapeutic Focus Consultation and consistently pursue follow-ups.

2 family members: 10% off

3 or more family members: 15% off

### **Referral program**

Receive 15% off your next appointment when you refer a new client.

### **Preparing for your first appointment**

Please read [What to expect](#) for how to prepare for your first appointment.

## **Contacting me**

I can be contacted by E-mail ([anna@yumahomeopathy.com](mailto:anna@yumahomeopathy.com)) or by phone at (928) 247-6385. All E-mails will be answered within 24 hours. All phone calls that are not immediately answered can normally be returned within 3 business hours.

## **Call-in support**

**Monday to Thursday 10:00 – 10:30am**

This special time has been set aside for clients to call in and reach me directly with questions or concerns. Conversations are expected to be 5 – 10 minutes long. If an issue requires further discussion, an Acute Care Consultation can usually be scheduled the same day.

## **Emergencies**

**In the event that a condition becomes life-threatening or severe, call 911 or your primary care physician or licensed medical practitioner and follow any medical advice given.** Homeopathic remedies do not interfere with conventional medical treatment.

For urgent conditions occurring outside of normal business hours that are not medical emergencies I can be reached at my cell number (623-399-0657), but please be aware there will be an Acute Care Consultation fee for an urgent call made to this number.

## **Cancellations**

Your appointment time is specially reserved for you. As a courtesy, please provide at least 24-hours notice if you need to cancel. When notice is not given, we reserve the right to charge for a missed appointment.

## **Remedy pick-up**

Monday through Thursday 5:00 to 5:30pm

Remedies can be picked up at these times without prior notice. If this is not convenient, contact me to arrange a different time. Please allow around 10 minutes for remedy instructions and to receive other important supportive information. For your convenience, after your first appointment, remedies may be sent directly to your home.

## **Off-site clients**

Please see [wellnesscareonline.com](http://wellnesscareonline.com).