



a fresh approach to health care

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4450 Nicollet Ave S Minneapolis, MN 55419

Phone: (612) 598-8627 | Fax: (612) 284-7910

## Client Responsibility Statement

Scheduling Appointments - Wellness Minneapolis uses a 3<sup>rd</sup> party HIPAA-compliant software to manage your appointments. You will receive email confirmations for your appointments from this software. Please direct any questions about scheduling to Wellness Minneapolis.

Electronic Communication - We cannot guarantee the security of electronic communication such as texting, email or voicemail. Your practitioner(s) may offer a secure email platform to communicate between appointments. Please direct any questions about how to communicate about your wellness plan to your practitioner(s). Email and text messages are not a secure way to communicate with your health care practitioner(s).

Cancellation and Missed Appointment Charges - If an appointment is cancelled with less than 48-hour business day (Monday through Friday) notice you will be responsible for the full fee of your scheduled appointment. The card used to hold this appointment will be charged.

Voicemail Policy - Wellness Minneapolis is able to call and leave a message on the phone number you provide about appointment information.

Payment - Payment collected for services and all dietary supplements, botanical formulations, homeopathic remedies and any other items in our medicinary will be collected by Wellness Minneapolis. The credit card you used to schedule your appointment will be charged for payments. You may change this card at any time by contacting Wellness Minneapolis.

Insurance - Wellness Minneapolis will not bill your health insurance for any services rendered. Please discuss reimbursement options with your practitioner(s).

Returns and Refunds - Neither products that have been opened nor custom formulations may be returned for a refund. Products purchased from Wellness Minneapolis may be returned within 30 days of purchase if the product is unopened. After 30 days the product may be returned if unopened and not expired for store credit only to be used towards future product purchases. If purchased products are not picked up within 90 days the product will be shelved and resold without refund.

HSA and Flex Accounts - Wellness Minneapolis is authorized to accept HSA and Flex accounts. It is the responsibility of the account holder (patient/client) to ensure that the services and/or products are covered by your plan.