

# Wild Lemon Health Policies

## **Membership:**

Membership begins the day you register online. Membership is non-transferable and personal only to you.

## **Changing your mind:**

Your Wild Lemon Health membership is refundable, minus a \$150 service fee, within 30 days of registration. If you've had your first appointment, and are dissatisfied and wish to cancel, you may do so within 1 week of your initial visit for a complete refund minus a \$240 cancellation fee. Once 1 week has passed from your first appointment, membership is non-refundable. No refunds will be given beyond 90 days of payment.

## **Fees:**

- A Wild Lemon Health membership requires a 12 month subscription
- You may pay monthly: \$197/month
- Or pay upfront: \$2200 for 12 months

## **What's not included:**

- Cost of laboratory testing
- Supplements purchased through the Wild Lemon Health's medicinalary or other vendors
- Any supplemental or complementary services that are recommended. For example, yoga, acupuncture, etc.

## **Additional terms of membership:**

- Being a Wild Lemon Health member does not imply ownership or an investment in Wild Lemon Health

## **What counts as a visit?**

- Your initial visit will be for 75 minutes.
- Your first follow up will be 50 minutes and can be done either in-person, over the phone, or via video/telemedicine.
- Additional follow ups will be either 15 minutes, 30 minutes, or 50 minutes and can be done in person, over the phone or via video/telemedicine. We determine a visit schedule that best meets your needs.

## **Radical transparency:**

- Supplement sales are all managed via FullScript, an online medicinalary. In order to make medical-grade supplements affordable, membership grants you a 30% discount on all products ordered via FullScript.
- Wild Lemon Health makes a 5% commission on sales. This covers management of this platform as well as any customer service calls to keep it running smoothly.

**Paperless:**

Wild Lemon strives to reduce its impact on the environment and opts for paperless whenever possible. Treatment plans will be delivered via the patient portal. Prescriptions for supplements via FullScript. Any other administrative paperwork will be done electronically (invoices, superbills, etc).

**Labs:**

At times, basic labs can be run via primary care at your request. Functional medicine testing may not be covered by insurance and in these cases you will be charged a fee for a particular test by the lab. Some specialty labs are able to bill insurance and offer you a "preferred payment."

Each specialty lab has its own protocol and instructions. Every effort will be made to make you aware of the lab fee. Also, you will be provided lab instructions via your treatment plan. Please note, that failing to follow the instructions and providing direct payment to the lab may result in a higher lab fee. Wild Lemon Health is not responsible for extra fees.

**Email etiquette:**

Included in your membership is unlimited email contact. However, if an email question or request is deemed by Dr. Antonella Aguilera-Ruiz to be too complicated or involved for a response via email she may, at her discretion, require that you schedule a phone, video/ telemedicine or in person visit instead of responding via email.

**Scheduling and cancelling appointments:**

Appointments will be scheduled in advance via the online scheduling system. Although every effort will be made to accommodate your preferences, visit availability will be based on a first come basis and subject to practitioner availability.

- Kindly give 48 hours notice to cancel an appointment. Please note, if you do not give proper notice, you will be charged a \$60 fee.
- In the case of a no show appointment without notification, you'll be charged \$100 to the card on file.
- Wild Lemon Health guarantees sufficient availability for you to take full advantage of your practitioner appointments. However, if clinic availability does not match your scheduling preferences, Wild Lemon Health is not obligated to provide a refund or alter terms of membership.
- Wild Lemon Health observes US holidays as well as off-line vacation time twice per year

**Wild Lemon Health is not an insurance plan**

You are advised to maintain a separate insurance plan for primary care. Per the Affordable Care Act every US citizen is required to have health insurance coverage. Wild Lemon Health does not fulfill this requirement.

**Wild Lemon Health does not provide primary care**

You are required to have a primary care physician of record in the case of medical or mental health emergencies, as Wild Lemon Health does not handle these. Wild Lemon Health does not provide specialist services nor emergency or urgent care.

**Wild Lemon Health does not bill insurance**

- A claim will *not* be submitted to insurance on your behalf.
- However, we can provide you with a super bill to submit to insurance in case your policy covers out of network services.

**Location and contact info:**

1931 H St. Sacramento, CA 95811

Phone: 916.281.0070

Email: aaruiz.nd@gmail.com

Also via video/telemedicine

Voicemails and email are checked daily (M-F) and you'll receive a response, usually within 24 hours, during normal business hours. Questions in regard to care will be handled via the Spruce app. Scheduling and administrative questions can be done via email.

**In preparation for your first visit:**

- In order to establish care, you'll need to fill out a new patient intake packet, sign necessary consent forms and return packet 48 hrs prior to your first appointment.