

Karen Ball, ND
DrBall@DrKarenBall.com
425-318-0255

Welcome! Thank you for choosing Dr. Ball as a member of your health care team. This page contains many of her basic business policies and is designed to help your interactions with the clinic go smoothly. Please feel free to call at any time if you need clarification on any of these issues.

APPOINTMENT AVAILABILITY

- Tuesday and Thursday 9:00 am-5:00 pm.
- Phone consultations are available by appointment.

AFTER HOURS CARE

- For urgent care, go to the nearest emergency room.
- For after hours or weekend emergency needs, call 425-318-0255.

CANCELLATION POLICY

- Please give 24 hours notice if you cannot keep your appointment.
- A \$50 fee will be charged for missed appointments or cancellations with less than 24 hours notice.

PAYMENT

- Payment for medical services and pharmacy products is the direct responsibility of the patient and is expected at the time of service.
- Payment may be made by Debit, Visa or Mastercard.
- A copy of your bill can be provided for your records and for use in recouping out of network expenditures after paying in full at the time of service.
- Please call your insurance company to verify “out of network” coverage so that you know what your policy will cover, if you wish to utilize current coverage by submitting your payment to them for reimbursement.

PHONE CONSULTATIONS

- **PROCEDURE:**
 - ❖ Both first phone consultations and follow-up consultations can be scheduled at drkarenball.com. You can also call Dr Ball at 425.318-0255 for assistance in making an appointment.
 - ❖ If you are scheduling a phone consultation for the first time, please allow enough time for Dr Ball to receive your patient intake forms prior to the appointment date. Dr Ball will call you at the number you provide as close to your appointment time as possible. If you do not receive the call within 10 minutes of the appointment time, please call 425-318-0255.
- **BILLING AND PAYMENT**
 - ❖ Phone consultation time is billed at \$2.70 per minute (\$160 per hour).
 - ❖ Payment is expected by credit or debit card at time of service.

QUESTIONS BY PHONE OR E-MAIL

In order to provide you with the highest quality medical follow-up Dr. Ball answers questions related to your medical plan or urgent health issues that have developed since your last office visit by phone or by e-mail.

Answers to other questions will be charged at the rate stated above. Phone or e-mail consultation is not covered by insurance. If you do not wish to pay out of pocket for this service, please reserve questions that are not urgent or not directly related to your plan for your next consultation.