



## THE DOWNING CLINIC

5715 Bella Rose Blvd. Ste. 100. Clarkston, MI 48348 (248) 625-6677 Fax (248) 625-5633  
www.TheDowningClinic.com

### OFFICE POLICIES

- HOURS** Monday Thru Friday.....9:00 a.m. – 5:00 p.m.
- DOCTOR  
APPONTEMENTS** Patients are seen by appointment. Fees are based on time spent on behalf of the patient. The initial visit is \$275.00 for a 60-minute visit, actual fees may be higher. (\$285.00 for 70 minutes, etc.) A deposit of \$90.00 is required to hold your appointment with Dr. Kovalcik. This deposit must be received 7 business days **before** your appointment date and will be deducted from charges at your first visit. We require a 48-hour notice if you are unable to keep your appointment.  
**A notice of less than 48 hours will make the deposit non-refundable.**
- HOSPITAL  
RERERRALS** Dr. Kovalcik does not follow patients in the hospital and does not do emergency work.  
Please keep your regular physicians.
- EMERGENCIES** Please call your regular physician or go to your local emergency room.
- PHONE  
CONSULTATION** We do not do phone consultations as initial contact with a patient. For patients at a distance or too ill to come in, phone consultations are arranged once you are an established patient. Insurance does not pay for phone consultations and they must be paid in advance.
- PAYMENT  
POLICIES**
1. Payment is due at time of service. We accept cash, personal checks, Visa and MasterCard.
  2. A 1.5% late fee is added to balances over 30 days.
  3. A \$25.00 service fee is added for all checks returned from the bank for insufficient funds.
  4. Supplements, books, etc., are not billable to insurance. These must be paid in full prior to leaving the office. Only unopened, undamaged bottles may be returned for credit within two (2) weeks of purchase.
  5. A processing fee for special laboratory tests will be charged at the time of specimen collection. Fees are \$15.00 - \$30.00 depending on the time required to process the tests.
  6. Form or letter fees are charged based on time spent preparing requested information.
  7. If a 48-hour notice is not received to cancel a regular appointment, a fee of ½ the cost of the scheduled appointment time will be charged.

**Many of our patients and staff have sensitivities to fragrances that cause them discomfort. Please do not wear any scented personal care products when you come to the office. This includes Perfume, Hair Spray, Cigarette Odor, Scented Lotions, Fabric Softener or Dryer Sheet Clothing. Thank you!**

## **PATIENT INFORMATION**

This office combines features of traditional medicine and alternative medicine. Many laboratory tests and diagnostics will not be covered by your insurance since they are not “usual and customary” tests. This would include testing related to nutrition, environmental exposures, certain hormone tests, certain organ function tests, and others that may be ordered for you.

Individual tests may run from approximately \$100.00 to approximately \$500.00. You will be given information about the tests, including costs, so you can decide whether to have them done. The number of tests ordered will be different for each patient based on personal need. Usually, we do one or two special tests at a time and work with this information before ordering additional testing.

The first appointment includes a detailed intake of information about you. A beginning work-up and plan are established at this time. Since many of the tests and suggestions for treatment will be new to you, feel free to ask questions. Dietary and lifestyle changes are part of your treatment plan. You will receive a written list of instructions and/or handouts to take home.

Our approach takes time and the patients who fare the best are those who come back over time, so we can continue to adjust the care plan and to monitor progress or problems. For all patients who remain on our active patient list, at least an annual summary appointment is required.

The natural treatments recommended, including vitamins, minerals, herbs, and homeopathic remedies are not covered by your insurance. These may be purchased at a good health food store or from this office. In no way are you obligated to purchase anything from this office. In fact, we encourage you to go to health food stores, as many of their employers are our friends and patients.

We expect you to keep your present physicians, as you must have a hospital doctor. Dr. Kovalcik does not follow patients in the hospital. Please bring all diagnostic work-ups done by other physicians in the last 3-6 months prior to your initial visit.

*Thank you*