TERMS AND CONDITIONS – Sign & Return

Honeysuckle Herbal

YASMIN KERR MEDICAL HERBALIST

My responsibility as a qualified professional medical herbalist is to provide all patients with the highest level of care. As a qualified medical professional in private healthcare, I do charge patients for consultations, whether this be face-to-face, via email or by telephone. I also reserve the right to charge the full fee for appointments unattended or cancelled with less than 7 days' notice. Therefore, if you cannot attend a scheduled appointment, please let me know as soon as possible so that I can offer the appointment to someone else. Please contact me by telephone, text message or email. Please do not contact me via Instagram, Facebook or any other social media sites.

My working hours are from Tuesday – Friday (10:00 – 18:00), availability will vary from week to week. Telephone messages and emails sent during evenings or weekends will be answered the next working day. If you require an urgent out-of-hours appointment, whether in person or by telephone, this will incur an additional fee.

In order for treatment to be successful, you will be required to attend for follow-up consultations at regular intervals so that we can monitor your progress and modify your medication as appropriate. This is normally every 3-4 weeks initially but often becomes less frequent as improvement is made. For some long-term conditions, repeat prescriptions may be issued without the need for consultation. All repeat prescriptions carry an additional dispensing fee. Where possible, please return all glass bottles and jars to me when empty.

Medicines posted directly to patients will have a P&P charge added (see F.A.Q.). The P&P fee covers the cost of postage plus the cost of the packaging materials, as outlined and required by Royal Mail for the carriage of herbal medicines.

To ensure that there are no interactions between prescribed herbal medication and prescribed drugs, it is essential that patients inform me of all prescribed medication being taken and must notify me immediately of any changes to current medication including any new drugs.

Rarely, patients may have a problem tolerating a particular herb, just as patients may have an adverse reaction to a prescribed pharmaceutical medicine or indeed a food. And, just as patients contact their GP if they have a reaction to a prescribed medication, so should they contact their herbalist if they have a reaction to a prescribed herb. It is for this reason that all patients are advised at the time of consultation to contact me immediately should they have any questions or concerns regarding their herbal medicine. If I am not made aware of a problem, then I am unable to resolve it. In these rare incidences, when a patient does contact me to report a reaction, I always replace the medicine with an alternative, free-of-charge.

Payment of accounts: I accept payment by cash, card and BACS transfer. I am unable to accept payment by cheque. Payment at the time of consultation is expected. Repeat prescriptions should be paid for in advance or on collection. Payment via BACS should be made no later than 7 days

from date of consultation, or date of invoice. Accounts outstanding after 7 days will incur additional charges. Medicines will not be dispensed or posted to patients until full payment has been received.

Your personal data including your health data is for use only within the practice and will not be passed on to any third parties. Medical records will be kept for a minimum of 7 years in accordance with legal requirements. You may request to withdraw your contact information at any time by contacting me in writing by email.

I have read and understood the above terms and conditions and herby agree to them and consent to my personal data being held for the sole use of Honeysuckle Herbal:

Signed: **Date:**