

**Bedford Natural Medicine**  
**169 South River Road Unit 4 Bedford, NH 03110**  
**Phone: (603) 262-1939 Fax: (603) 294-1594**  
[www.bedfornaturalmedicine.com](http://www.bedfornaturalmedicine.com)

The following communication policy will be in place as of 2016. As Bedford Natural Medicine continues to grow, I will continue to provide high quality care and allow appropriate time for office visits. During your office visit, my goal is to provide complete, effective, individualized care. In order to allow for this, it is necessary to put this policy in place.

**Texting**

Texts are not reviewed on the office phone or via Dr. O’Dells personal cell phone. Texting is never an appropriate form of communication regarding your healthcare or the healthcare of minors. This is not a HIPPA compliant mode of communication.

**Email**

- Emails are reviewed and responded to in the order that they are received. Due to the high volume of emails, it can take up to 1 week for a response.
- Emails regarding questions on current treatment plans, to order supplements, ask for refills on medications or to schedule an appointment, are appropriate.
- Email is not the appropriate form of communication regarding new health concerns or symptoms. If you have a medical concern or question, you should make an appointment by using the online scheduling system or by calling the office for assistance.

**Phone Consultation**

Phone consultations are available for established clients. There is a \$60.00/15min fee for this service. This will be offered on a case by case scenario, phone consults cannot be billed to insurance companies.

*I am committed to providing quality health care.  
Thank you for respecting your share of the responsibility.*

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**I have read and understand the communication policy of Bedford Natural Medicine. I agree to comply with the policies stated above.**

\_\_\_\_\_  
Signature of patient or authorized representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name and relationship to patient