

flora & fauna Office Policies

My clients

I bring all my energy and compassion to my work with my clients. It is my greatest joy and passion to connect deeply with each of my clients and to guide them on their journey toward health. In the spirit of this connection, I only accept clients that choose to come.

Cancellations and Rescheduling

I appreciate as much advance notice of cancellations/rescheduling as possible. If you do need to cancel or reschedule less than 2 days in advance of your follow up or 3 days for initial appointment time, you will be charged the session fee. If you need to make a change to your appointment on the same day, please call my cell phone, email or text me. I will not receive office line phone calls in time to alert me.

Please aim to arrive on time or a few minutes early for your appointment. I have set aside your appointment time exclusively for you; should you be late, we will work with the time remaining and you will be charged for the entire appointment.

Payment

I accept cash and personal checks. I accept credit cards, with a 3% fee, 4% over the phone.

Phone and Email

My office hours are 9-5 Monday-Friday. I check my voicemail and email daily. Please use my alexis@florafauhomeopathy.com email address and my business phone line (415-457-3225) for all correspondence concerning your case. In an urgent situation only, you may use my cell phone. Time spent on responding to emails/texts will be charged cumulatively, unless I have asked you to contact me.

Acute care

I make every effort to respond to acute calls within 3-4 hours, please email or text me to alert me if you need to speak to me urgently. I will do my best to fit your acute call in on the same day. My acute care rates are \$30/15 minutes, and after-hours acute care is \$40/15 minutes. Acute care rates apply to phone, email and text conversations.

Privacy

Information that you share with me is private; unless I'm required by law to share information. If you'd like me to share information with another practitioner, I will need your request in writing and will keep it on file.

Medical

Homeopathy is not a substitute for conventional medicine, nor is your homeopath a substitute for your primary care physician. I encourage you to have an ongoing relationship with a primary care physician, with whom I can partner in your healthcare.

The State of California does not offer licenses in homeopathic medicine, and Alexis White is not a physician. Homeopathy is alternative and complementary to healing arts that are licensed by the State of California. Under Sections 2053.5 & 2053.6 of California's Business and Professions Code (commonly known as the Medical Practice Act), Alexis may offer services in homeopathy as long as she meets certain requirements and restrictions.