



# Fulfillment Policy

**Effective Date:** January 1, 2026

**Last Updated:** June 24, 2026

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## Overview

Dr. Natalie Muth PC is a cash-pay telehealth practice serving adolescents and young adults across California. All services are delivered virtually via secure video visit. This policy outlines how services are scheduled and delivered, and what to expect regarding cancellations, refunds, and prescription management.

## Service Delivery

All appointments are conducted via telehealth (secure video) through the HIPAA-compliant Healthie platform. Upon booking, you will receive:

- A log in to the Healthie platform
- You will be asked to complete intake forms and then you will be able to schedule your initial appointment and log in to the secure platform to join your video visit.

Appointments are available to patients located in California at the time of the visit, consistent with California telehealth regulations.

## Appointment Scheduling and Confirmation

Appointments may be scheduled through our online booking system or by contacting our office directly through secure message or phone call. You will receive a confirmation at the time of booking and a reminder prior to your visit. Please ensure your contact information is accurate so you receive these communications.

## Cancellation Policy

We require at least **24 hours' notice** to cancel or reschedule an appointment.

- **Cancellations made with 24 or more hours' notice:** No charge; you may reschedule at no penalty.
- **Cancellations made with less than 24 hours' notice:** A late cancellation fee may be charged, up to the full visit fee.
- **No-shows** (failure to join the visit without prior notice): The full visit fee will be charged.

To cancel or reschedule, please contact us by secure message on the Healthie platform or phone as early as possible. We understand that emergencies happen and will consider extenuating circumstances on a case-by-case basis.

## Refund Policy

Because our services are professional medical consultations delivered in real time, the following refund guidelines apply:

- **Completed visits:** No refunds are issued after a visit has been conducted, regardless of outcome.
- **Prepaid visit packages:** Unused visits in a prepaid package may be refunded on a prorated basis upon written request provided the request is made within 30 days of purchase.
- **Duplicate charges or billing errors:** If you believe you were charged in error, please contact us within 30 days and we will investigate and correct the charge promptly.

All refund requests should be submitted in writing to [support@drnataliemuth.com](mailto:support@drnataliemuth.com).

## GLP-1 Prescribing and Medication Management

Dr. Natalie Muth PC may prescribe GLP-1 medications as part of an individualized treatment plan. Please note:

- **Prescriptions are sent electronically** to the pharmacy of your choice. Processing and dispensing times are determined by the pharmacy and are outside our control.
- **We do not sell, dispense, ship, or fulfill medications directly.** Any issues with medication availability, cost, or delivery should be directed to your pharmacy.
- **Prior authorization and insurance:** As a cash-pay practice, we do not bill insurance for our services. If your pharmacy requires prior authorization for a prescribed medication, we will make reasonable efforts to assist, but cannot guarantee coverage or approval by your insurance plan.
- **Medication adjustments** require a follow-up appointment or asynchronous clinical review, as appropriate.
- **Refills** are provided in accordance with your treatment plan. Please request refills with sufficient lead time (at least 5 business days before your medication runs out) to allow for clinical review.

## Technical Issues

If you experience technical difficulties joining your telehealth visit, please contact us immediately at 619-432-2368 or via secure message on the Healthie platform. We will make every effort to reconnect or reschedule your visit at no additional charge if the issue is on our end or the platform's end.

## Contact Us

For questions about scheduling, billing, or this policy, please contact:

### Dr. Natalie Muth PC

Telehealth practice serving California

Email: [support@drnataliemuth.com](mailto:support@drnataliemuth.com)

Phone: 619-432-2368

Website: [drnataliemuthpc.com](http://drnataliemuthpc.com)