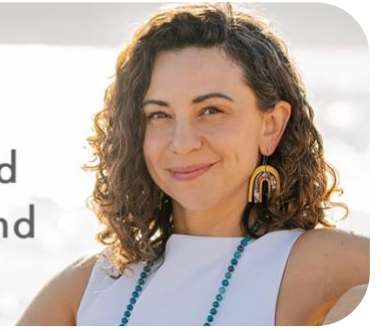




Common Questions

Transform Yourself with
Expert Hormone Care and
the Power of Functional and
Holistic Medicine



Getting Started

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[Forgot your username and/or password?](#)

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[How do I view my bill from my account?](#)

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Other Common Questions

[How are prescriptions handled?](#)

[Is my payment and personal information safe?](#)

[I don't want to add my payment information to my account. Can I give my payment details after the appointment?](#)

[I was a patient of Dr. Mallard's at a different clinic and I just need a prescription refill. Do I still have to schedule an appointment?](#)

Troubleshooting Common Problems

[What if I can't log into Jane?](#)

[What if my video appointment won't connect?](#)

Contact Information and Office Hours

In Case of Emergencies

Quick Appointment Checklist

Follow this checklist to ensure a smooth appointment:

1. Log into your Jane account (create one if new).
2. Complete all intake forms in your account.
3. Prepare your medications, supplements, and lab results.
4. Send any documents you'd like to review with Dr. Mallard (medications, supplements, lab results) to Office@drlaceemallard.com

Getting Started

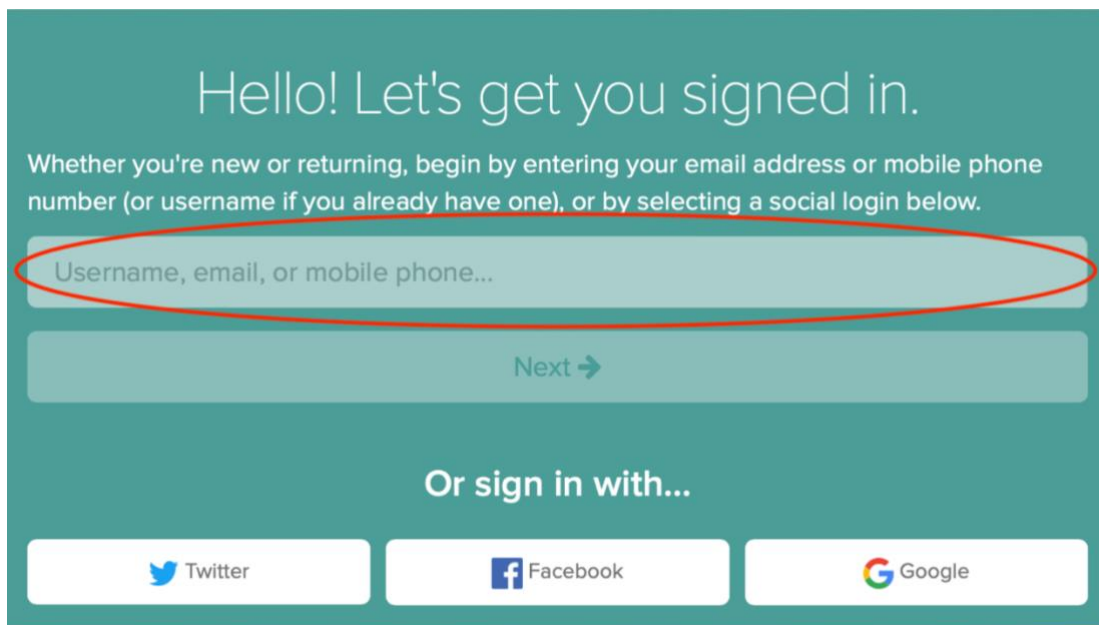
How do I create and log into my Jane account?

To access your Jane account:

- Visit the Jane portal: drlaceemallard.janeapp.com/login.

New Users:

- Enter a username, email, or mobile phone number (shown in the red circle in the image below):



Hello! Let's get you signed in.

Whether you're new or returning, begin by entering your email address or mobile phone number (or username if you already have one), or by selecting a social login below.

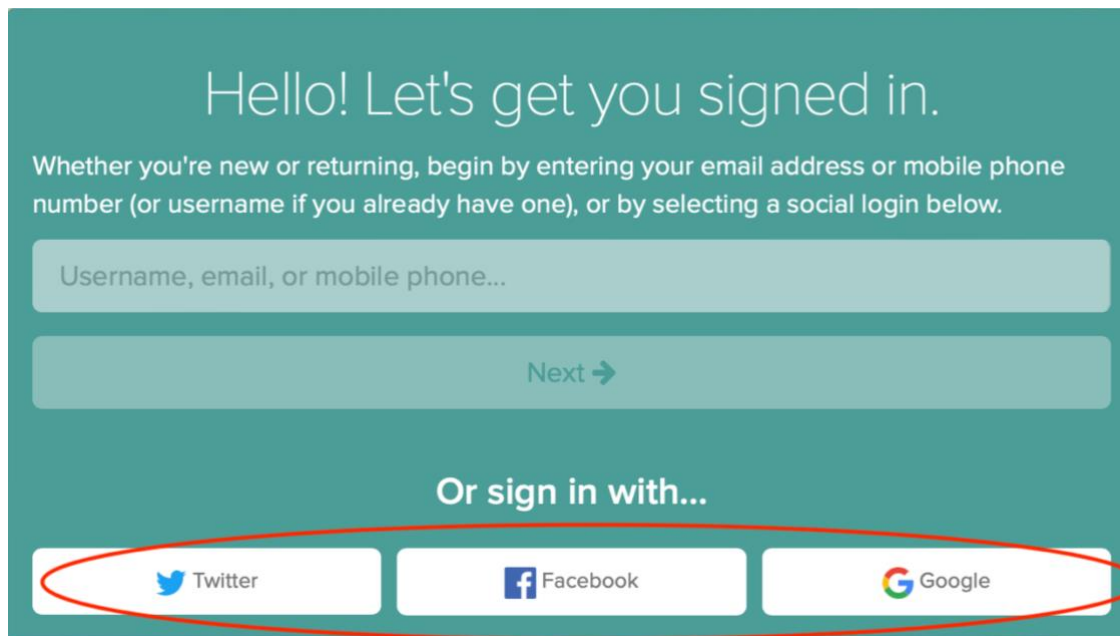
Username, email, or mobile phone...

Next →

Or sign in with...

Twitter Facebook Google

- If you would like to sign in using your Twitter, Facebook, or Google account, click on your preferred option (shown in the red circle in the image below):

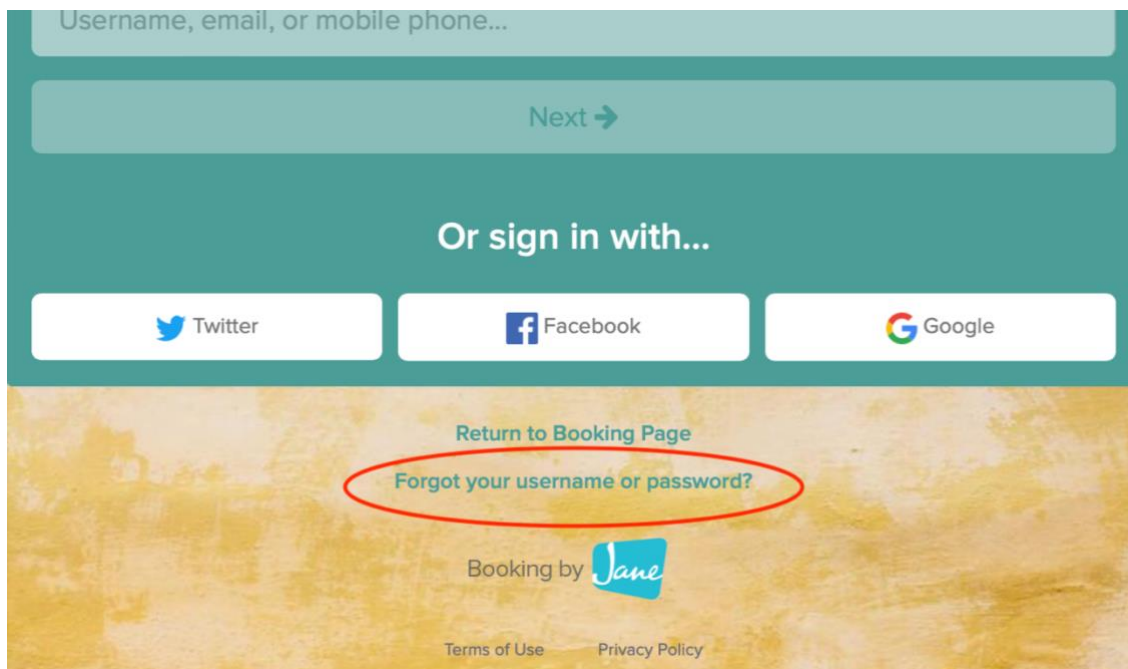


Existing Users:

- Log in with your email and password.

Forgot your username and/or password?

- Click "Forgot your username or password?" to reset it (shown in the red circle in the image below), and follow the prompts:



What Length of Appointment Should I Choose?

For a Quick Introduction

- *5-Minute Discovery Call:*
 - Share your health goals to determine if Dr. Mallard's services are the right fit for you.

For Prescription Refills or Brief Follow-Ups

- *15-Minute Quick Consult:*
 - Request prescription refills.
 - Transition care from a previous clinic.
 - Address one specific question.

For Addressing a Few Concerns or Reviewing One Lab Result

- *30-Minute Follow-Up:*
 - Address one or two concerns.
 - Review a single lab result.
 - Make small adjustments to your treatment plan.

For In-Depth Discussions or Reviewing Detailed Lab Results

- *45-Minute Follow-Up:*
 - Address more complex issues.
 - Explore detailed lab findings.

For New Patients or Reviewing Multiple Labs

- *60-Minute Comprehensive Care:*
 - Required for new patients.
 - Receive a thorough review of your health history.
 - Develop a personalized treatment plan.
 - Suitable for existing patients needing a comprehensive evaluation or reviewing multiple labs.

For Complex Cases or Multiple Concerns

- *90-Minute In-Depth Session:*

- Designed for complex cases.
- Address multiple concerns.
- Taking a full-spectrum approach to wellness planning.

Need Help Deciding?

If you're still unsure which appointment length is the best fit for your goals, feel free to email us at Office@drlaceemallard.com for guidance.

How do I book an appointment?

To book an appointment:


1. Log into your Jane account.
2. Click the "Book an Appointment" (top right or bottom left of your page, see image below):

The screenshot shows a patient's dashboard with a teal header. The header contains the text "Welcome back Shannon." on the left and "Book an Appointment" (with a calendar icon) and "Sign Out" on the right. A red circle highlights the "Book an Appointment" button in the header, with a red arrow pointing to it from the left. Below the header is a "My Account" sidebar with a list of menu items: "Upcoming Appointments", "Appointment History", "Intake Forms", "Documents", "Contact Info", "Credit Cards on File", "Pay Balance", "Receipts", "Notifications & Reminders", "Username / Password", "Google, Facebook & Twitter", and "Time Zone". A red circle highlights the "Book an Appointment" button at the bottom of this sidebar, with a red arrow pointing to it from the right. The main content area is divided into two sections: "Upcoming Appointments" and "Wait List Requests". The "Upcoming Appointments" section has a "Date" header and a table with the text "No Upcoming Appointments". The "Wait List Requests" section has a "Service", "Patient", and "Availability" header and a table with the text "No Wait List Requests". There are also buttons for "Subscribe to your calendar" and "Add a Wait List Request".

3. Choose your preferred appointment type from the list.

Not sure what appointment type you should choose? [Click here.](#)

Welcome back Shannon. My Account Sign Out






Dr. Lacey Mallard


[Read More](#)

Select a service

Naturopathic Medicine


- 60-Minute Comprehensive Care** 
60 min - \$380.00 Required for new patients, this session provides a thorough review of your health history, an in-depth discussion of your concerns, and the creation of a personalized treatment plan. It is also ideal for existing patients needing a comprehensive evaluation or reviewing multiple labs
- 30-Minute Follow-Up** 
30 min - \$190.00 Ideal for addressing one or two concerns, reviewing one lab result, or making adjustments to your treatment plan.
- Custom Flower Essence Blend** 

Select a service from the list on the left to view available appointment times



4. You can click the "Previous 7 Days" button and "Next 7 Days" to view availability week by week:

Welcome back Shannon. My Account Sign Out






Dr. Lacey Mallard

[Read More](#)

Select a service

Naturopathic Medicine

- 60-Minute Comprehensive Care** 
60 min - \$380.00 Required for new patients, this session provides a thorough review of your health history, an in-depth discussion of your concerns, and the creation of a personalized treatment plan. It is also ideal for existing patients needing a comprehensive evaluation or reviewing multiple labs
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30 min - \$190.00 Ideal for addressing one or two concerns, reviewing one lab result, or making adjustments to your treatment plan.

< Previous 7 Days **Sun Dec 29 - Sat Jan 4**  Next 7 Days >

(GMT -06:00) America - Mexico City [Change Time Zone](#)

| | Sun Dec 29 | Mon Dec 30 | Tue Dec 31 | Wed Jan 1 | Thu Jan 2 | Fri Jan 3 | Sat Jan 4 |
|------|-----------------|-----------------|-----------------|-----------------|--------------|--------------|-----------------|
| 10am | | | | | | | |
| 11am | | | | | 11:00 AM CST | | |
| 12pm | | | | | 12:00 PM CST | 12:00 PM CST | |
| 1pm | | | | | 1:00 PM CST | | |
| 2pm | | | | | | 2:00 PM CST | |
| 3pm | No Availability | No Availability | No Availability | No Availability | | 3:00 PM CST | No Availability |
| 4pm | | | | | | 4:00 PM CST | |
| 5pm | | | | | | | |
| 6pm | | | | | | | |
| 7pm | | | | | | | |
| 8pm | | | | | | | |

Can't find a time? [Add yourself to the wait list.](#)

5. If you would like to choose a date by looking at a standard calendar, click the calendar icon here:

Welcome back Shannon. My Account Sign Out

Dr. Lacey Mallard

Select a service

Naturopathic Medicine

60-Minute Comprehensive Care
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30 min - \$190.00 Ideal for addressing one or two concerns, reviewing one lab result, or making adjustments to your treatment plan.

Sun Dec 29 - Sat Jan 4

(GMT -06:00) America - Mexico City Change Time Zone

| Time | Sun Dec 29 | Mon Dec 30 | Tue Dec 31 | Wed Jan 1 | Thu Jan 2 | Fri Jan 3 | Sat Jan 4 |
|------|-----------------|-----------------|-----------------|-----------------|--------------|--------------|-----------------|
| 11am | No Availability | No Availability | No Availability | No Availability | 11:00 AM CST | | |
| 12pm | No Availability | No Availability | No Availability | No Availability | 12:00 PM CST | 12:00 PM CST | |
| 1pm | No Availability | No Availability | No Availability | No Availability | 1:00 PM CST | | |
| 2pm | No Availability | No Availability | No Availability | No Availability | | 2:00 PM CST | No Availability |
| 3pm | No Availability | No Availability | No Availability | No Availability | | 3:00 PM CST | No Availability |
| 4pm | No Availability | No Availability | No Availability | No Availability | | 4:00 PM CST | No Availability |
| 5pm | No Availability | No Availability | No Availability | No Availability | | | No Availability |
| 6pm | No Availability | No Availability | No Availability | No Availability | | | No Availability |
| 7pm | No Availability | No Availability | No Availability | No Availability | | | No Availability |
| 8pm | No Availability | No Availability | No Availability | No Availability | | | No Availability |

Can't find a time? [Add yourself to the wait list.](#)

- From here, you can select a day that you would like to see appointment availability. If you would like to see a different month, click on the arrow button indicated in the red circle in the image below:

Welcome back Shannon. My Account Sign Out

Thank you for your understanding and cooperation.

Need Help?

If you have any questions about scheduling, your account, billing, or if you encounter any issues, please email us at IntuitiveMedicine.Info@gmail.com, and we'll be happy to assist you.

Dr. Lacey Mallard

Select a service

Naturopathic Medicine

60-Minute Comprehensive Care
60 min - \$380.00 Required for new patients, this session provides a thorough review of your health history, an in-depth discussion of your concerns, and the creation of a personalized treatment plan. It is also ideal for existing patients needing a

2024-12-29


December 2024 January 2025

| Su | Mo | Tu | We | Th | Fr | Sa | Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | | | 1 | 2 | 3 | 4 | |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 | 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 29 | 30 | 31 | | | | | 26 | 27 | 28 | 29 | 30 | 31 | |

Today



6. Select date and time you want for your appointment :


Welcome back Shannon. My Account Sign Out

 **Dr. Lacey Mallard**
[Read More](#)

Select a service

Naturopathic Medicine

- 60-Minute Comprehensive Care** 
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Sun Dec 29 - Sat Jan 4 

(GMT -06:00) America - Mexico City [Change Time Zone](#)

| | Sun Dec 29 | Mon Dec 30 | Tue Dec 31 | Wed Jan 1 | Thu Jan 2 | Fri Jan 3 | Sat Jan 4 |
|------|-----------------|-----------------|-----------------|-----------------|--------------|--------------|-----------------|
| 10am | No Availability | No Availability | No Availability | No Availability | | | |
| 11am | | | | | 11:00 AM CST | | |
| 12pm | | | | | 12:00 PM CST | 12:00 PM CST | |
| 1pm | | | | | 1:00 PM CST | | |
| 2pm | | | | | | 2:00 PM CST | No Availability |
| 3pm | No Availability | No Availability | No Availability | No Availability | | 3:00 PM CST | |
| 4pm | | | | | | 4:00 PM CST | |
| 5pm | | | | | | | |
| 6pm | | | | | | | |
| 7pm | | | | | | | |
| 8pm | | | | | | | |

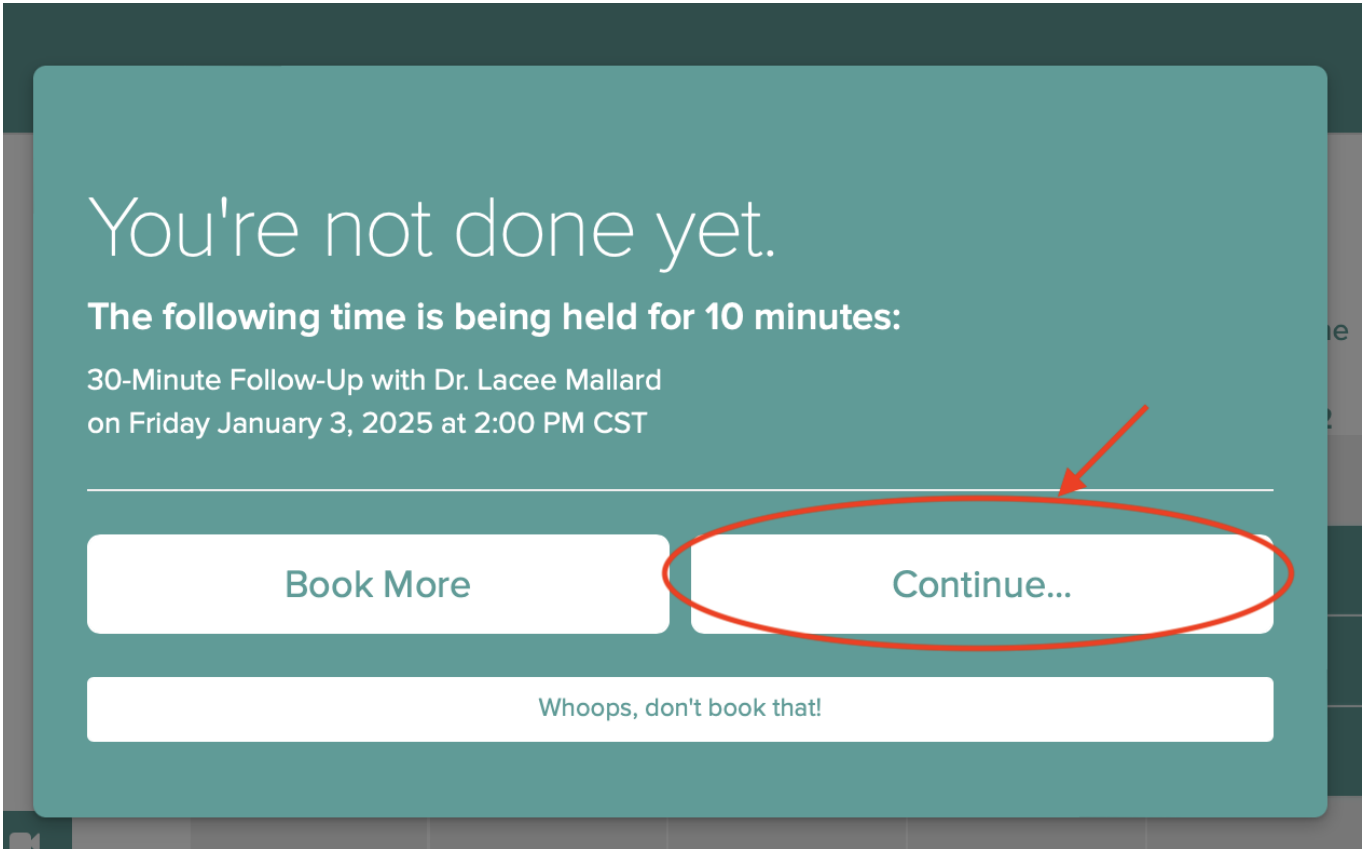
Can't find a time? [Add yourself to the wait list.](#)

- The grey sideways stripe pattern (see in image below) indicates that that time is *not available*, and you cannot book an appointment for that time:

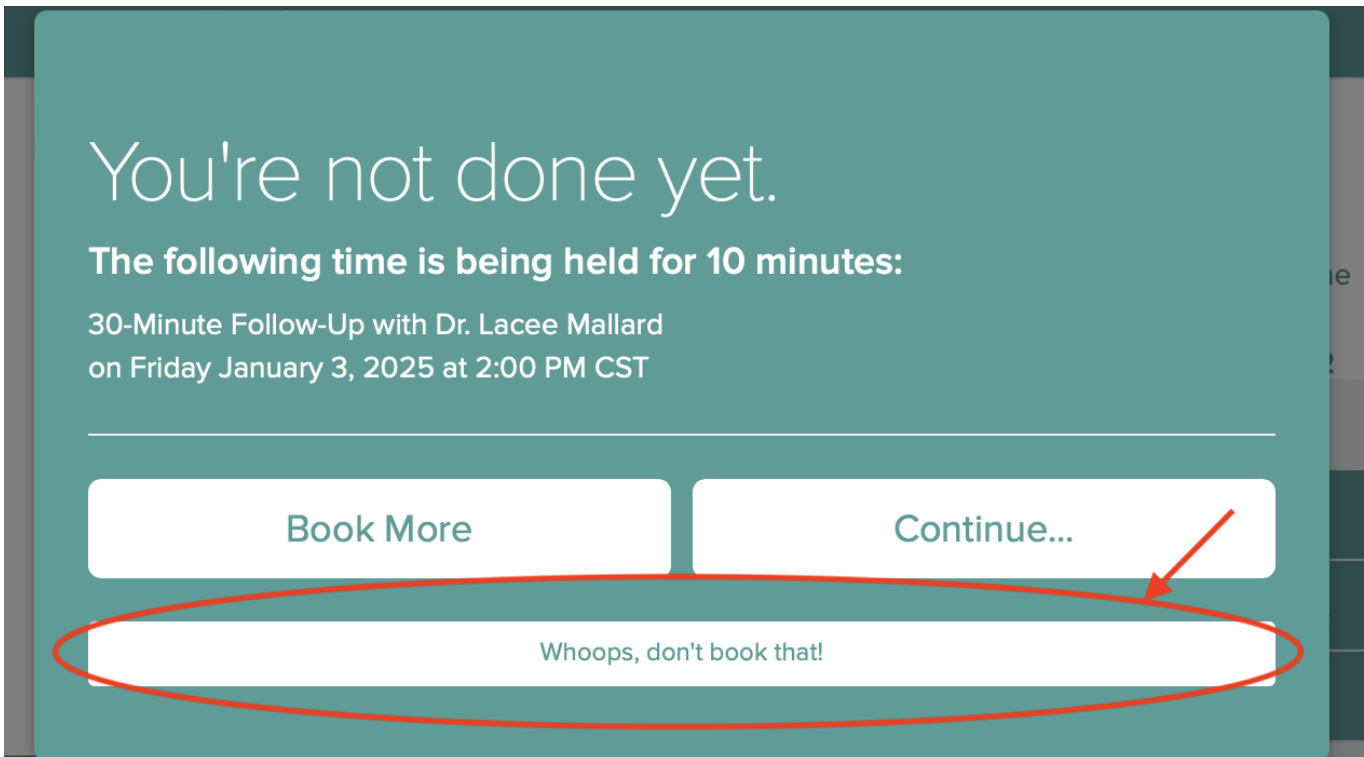
(GMT -06:00) America - Mexico City [Change Time Zone](#)

| Mon Dec 30 | Tue Dec 31 | Wed Jan 1 | Thu Jan 2 | Fri Jan 3 | Sat Jan 4 |
|-----------------|-----------------|-----------------|--------------|--------------|-----------------|
| No Availability | No Availability | No Availability | 11:00 AM CST | | |
| | | | 12:00 PM CST | 12:00 PM CST | |
| | | | 1:00 PM CST | | |
| | | | | | |
| | | | | 2:00 PM CST | No Availability |
| | | | | 3:00 PM CST | |
| | | | | 4:00 PM CST | |

7. After you click your desired appointment time, it will show this screen below. If you would like to continue with the date and time listed for your appointment select "Continue":



- o If you do not want the displayed appointment time, select the "Whoops, don't book that!" to return to the appointment page:



8. Follow the prompts to enter in your payment information to reserve your appointment.


You will not be charged for the appointment until the day of the appointment, but we require you to have payment information on file so that we can reserve a time for you.

To avoid and fees, please make sure that you review our appointment cancellation policy.

Want to get an earlier appointment time, but there is no appointment availability for the time you need?



Add yourself to the waitlist by clicking the "Add to Waitlist" button (see image below):


Welcome back Shannon. My Account Sign Out

 **Dr. Lacey Mallard**
[Read More](#)

Select a service

Naturopathic Medicine

- 60-Minute Comprehensive Care** 
60 min - \$380.00 Required for new patients, this session provides a thorough review of your health history, an in-depth discussion of your concerns, and the creation of a personalized treatment plan. It is also ideal for existing patients needing a comprehensive evaluation or reviewing multiple labs
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| 10am | No Availability | No Availability | No Availability | No Availability | | | |
| 11am | No Availability | No Availability | No Availability | No Availability | 11:00 AM CST | | |
| 12pm | No Availability | No Availability | No Availability | No Availability | 12:00 PM CST | 12:00 PM CST | |
| 1pm | No Availability | No Availability | No Availability | No Availability | 1:00 PM CST | | |
| 2pm | No Availability | No Availability | No Availability | No Availability | | 2:00 PM CST | No Availability |
| 3pm | No Availability | No Availability | No Availability | No Availability | | 3:00 PM CST | No Availability |
| 4pm | No Availability | No Availability | No Availability | No Availability | | 4:00 PM CST | No Availability |
| 5pm | No Availability | No Availability | No Availability | No Availability | | | No Availability |
| 6pm | No Availability | No Availability | No Availability | No Availability | | | No Availability |
| 7pm | No Availability | No Availability | No Availability | No Availability | | | No Availability |
| 8pm | No Availability | No Availability | No Availability | No Availability | | | No Availability |

Can't find a time? [Add yourself to the wait list](#)

Follow the prompts on the next page and you will be placed on the waitlist.

Or email us at Office@drlaceemallard.com with:

- Your name
- Appointment Type
- Desired days/times

What to Expect for Your First Appointment

Your first appointment with Dr. Mallard is an opportunity to discuss your health concerns, review your medical history, and create a plan tailored to your needs. Below is a guide on what to expect and how to prepare for your visit.

Before Your Appointment

Complete Your Intake Paperwork

If you haven't already, please fill out the required intake forms in your Jane account. These must be submitted before your appointment.

Check Your Technology

For Video Appointments:

You will receive a **secure link via email 1 hour before your appointment**. Simply click the link to join the video session.

For Phone Appointments:

Dr. Mallard will call you from **(425) 243-4577** at your scheduled time.

Have Your Questions Ready

If there's anything specific you'd like to discuss, jot down notes so you can make the most of your time with Dr. Mallard. If there are any prescriptions or labs that that you have sent that you plan to discuss, make sure you have those on hand.

During Your Appointment

- Dr. Mallard will review your medical history, lab results, and current health concerns.
- She may recommend additional testing, treatment options, or supplements based on your needs.
- **This is a collaborative discussion**—feel free to ask questions and share your concerns and health goals.

After Your Appointment

Appointment Documents:

Wellness Plans, lab orders, and other documents discussed during your appointment will be sent to you via email after your appointment. These documents are typically available from your Jane profile under the "Documents" tab.

Billing:

The card on your Jane profile will be billed and the receipt sent to your email after your appointment. If you need superbill codes to submit to your insurance, please mention this to Dr. Mallard during your appointment.

Cancellation & Rescheduling Policy

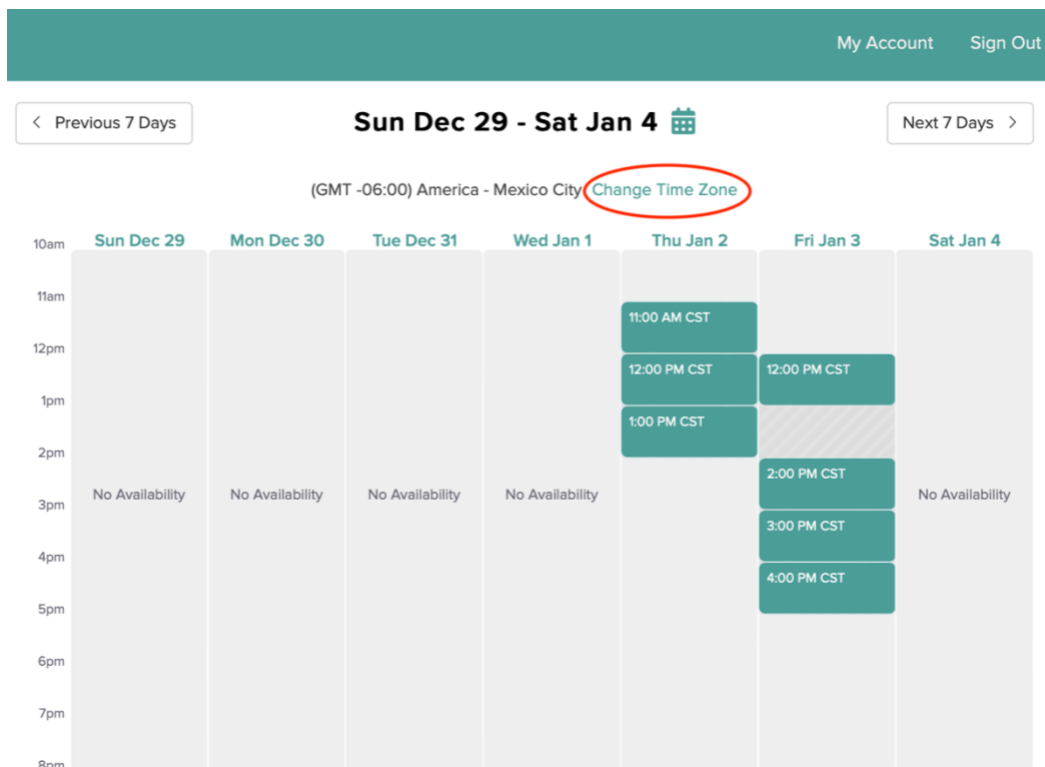
To avoid fees, please cancel or reschedule your appointment **at least 24 hours in advance**. [Click here](#) to see the full cancellation/rescheduling policy.

How do I change my time zone settings?

1. Log into your Jane account.
2. Under "My Account", click the "Time Zone" tab (1 in the image below)
3. Click the drop-down menu to select your time zone (2 in the image below)

The screenshot shows the 'My Account' page with a sidebar on the left and a main content area on the right. The sidebar contains a list of account management options: Upcoming Appointments, Appointment History, Intake Forms, Documents, Contact Info, Credit Cards on File, Pay Balance, Receipts, Notifications & Reminders, Username / Password, Google, Facebook & Twitter, and Time Zone. The 'Time Zone' option is highlighted with a red circle and labeled '1'. The main content area is titled 'Time Zone' and contains a text box explaining that users can select their preferred time zone for booking and managing appointments. Below this text is a dropdown menu labeled 'Time Zone' with the selected option '(GMT -06:00) America - Mexico City' highlighted with a red circle and labeled '2'. A 'Save' button is located below the dropdown menu.

4. You can also change this from the appointment scheduling page, by clicking the “Change Time Zone” and it will direct you back to your account to show you a drop-down menu of options.



Managing Appointments

How do I cancel or reschedule an appointment?

1. Log into your Jane account.
2. Go to “My Appointments”.
3. Select the appointment:
 - Click “Cancel” to cancel.
 - To reschedule, click “Book Appointment” to reschedule.

My Account

- Upcoming Appointments
- Appointment History
- Intake Forms
- Documents
- Contact Info
- Credit Cards on File
- Pay Balance
- Receipts
- Notifications & Reminders
- Username / Password
- Google, Facebook & Twitter
- Time Zone

Upcoming Appointments

Subscribe to your calendar

You have a video call coming up soon. Please test your video is working correctly here before the online appointment. [Test My Setup](#)

| Date | Service | Patient | |
|-----------------------------|---|--------------|--------|
| March 7, 2025 - 12:00pm CST | 30-Minute Follow-Up with Dr. Lacey Mallard (Online Appointment) | Shannon Test | Cancel |

Wait List Requests

Add a Wait List Request

| Service | Patient | Availability | |
|-----------------------|---------|--------------|--|
| No Wait List Requests | | | |

[Book an Appointment](#)

You can also email or call us:

- Email: Office@drlaceemallard.com
- Call/Text: (425) 243-4577

▲ Cancellation Policy

- Appointments canceled or rescheduled within 24 hours of the scheduled time will incur a fee equal to 50% of the original appointment charge.
- Missed appointments (no-shows) will be charged the full appointment fee.

We understand that unexpected situations arise; however, your appointment time is reserved exclusively for you. Late cancellations and missed appointments make it challenging to offer that time to other patients who may need care.

Why does my appointment show a longer time block?

The extra time you see is reserved for Dr. Mallard to:

- Finalize your wellness plan.
- Send prescriptions.
- Order labs.

- Update your billing and records.

This ensures your care is complete and thorough.

Preparing for Your Appointment

How do I complete my intake forms?

- After booking, Jane will email you a link to your intake form.
- You can also log into your Jane account and click:
 - "Fill Out Intake Form" at the top of the page (see #1 in the image below).
 - Or click on "Intake Forms" under "My Account" (see #2a in the image below) and click "Fill Out Intake Forms" (see #2b in the image below)

The screenshot shows a user interface for a patient's account. At the top, there is a grey banner with the text "Please fill out our online intake form" and a button labeled "Fill Out Intake Form" circled in red with the number "1.". Below this, the "My Account" sidebar on the left has a menu item "Intake Forms" circled in red with the number "2a.". The main content area is titled "Intake Forms" and contains another "Fill Out Intake Form" button circled in red with the number "2b.". Below the button is a table with the following data:

| Intake form | Last Updated | Patient | Author | Status |
|----------------------------|--------------|--------------|--------|------------|
| Intake form (January 2022) | | Shannon Test | | Incomplete |

Reminder: Submit forms at least 24 hours before your appointment.

How do I prepare for a phone appointment?

- Email documents or questions to Office@drlaceemallard.com beforehand.
- Have your medications, supplements, and lab results ready.
- At your appointment time, Dr. Mallard will call the phone number in your Jane account.

Note: The call will come from (425) 243-4577.

How do I prepare for a virtual appointment?

- Email any documents or concerns to Office@drlaceemallard.com ahead of time.
- Ensure you have a stable internet connection.
- Use a quiet, private space.
- Have your medications, supplements, and lab results ready.

Jane will send you an email with a link to the video chat meeting 30 minutes before the time of the appointment.

What if my appointment goes longer than expected?

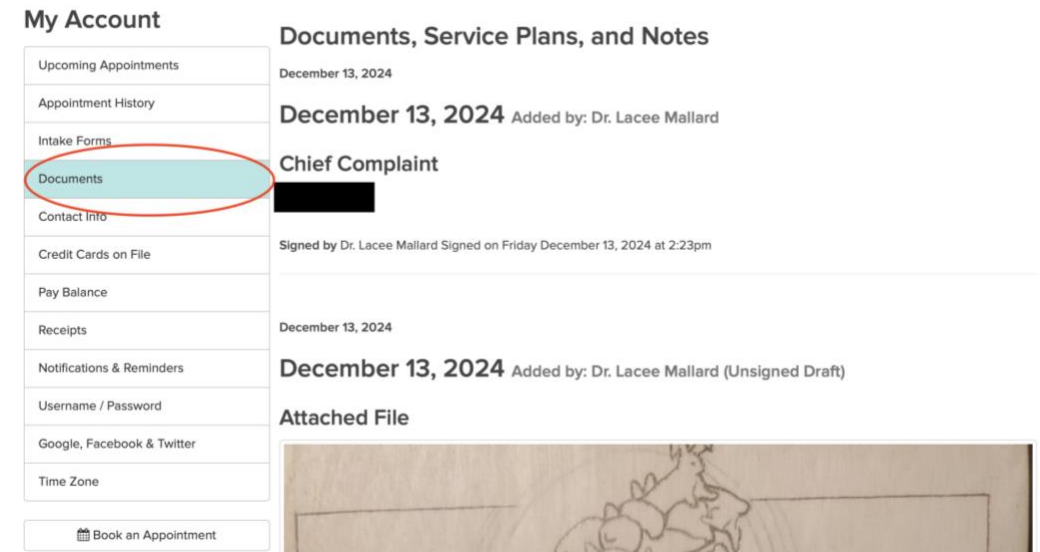
Dr. Mallard understands that sometimes appointments can run longer than planned, especially if you have additional questions or concerns. If you are approaching the end of your scheduled time, she will let you know and check in with you during your appointment.

If the schedule allows, she will offer the option to add more time to your session so you can address anything else that's on your mind. If you choose to extend your appointment, you will be billed for the additional time accordingly.

Accessing Documents and Billing

How do I access my lab results or Wellness Plan?

1. Log into your Jane account.
2. Click on the "Documents" tab and scroll to view or download files.



Need a copy emailed? Contact us at Office@drlaceemallard.com

How will I be billed for my appointment?

You will be billed for your full appointment amount after your appointment using the card on file from your Jane account. The receipt will be sent to your email after the appointment.

How Can I Purchase a Food Intolerance Testing Kit or Custom Flower Essence Blend?

If you'd like to purchase a Food Intolerance Testing Kit or a Custom Flower Essence Blend, simply email us at Office@drlaceemallard.com to place your request. Here's how the process works:

- **Request:** Send us an email indicating the product(s) you're interested in purchasing.
- **Billing:** The purchase will be billed to your Jane account. We'll confirm the payment details currently on file in your account to ensure accuracy.
- **Receipt & Shipping:** After payment is processed, we'll email you a receipt for your records. The product will then be shipped directly to the address you provide.

If you have any questions about these items or the purchasing process, don't hesitate to reach out to us at the email above. We're happy to help!

How do I view my bill from my account?

Log into your Jane account.

1. Under "My Account",
 1. Click on "Pay Balance" to pay.
 2. Click on Receipts to see past payments.

The screenshot shows the Jane patient portal interface. On the left is a 'My Account' sidebar with a list of menu items: 'Upcoming Appointments', 'Appointment History', 'Intake Forms', 'Documents', 'Contact Info', 'Credit Cards on File', 'Pay Balance', 'Receipts', 'Notifications & Reminders', 'Username / Password', 'Google, Facebook & Twitter', and 'Time Zone'. The 'Pay Balance' and 'Receipts' items are circled in red. At the bottom of the sidebar is a 'Book an Appointment' button. The main content area is titled 'Upcoming Appointments' and includes a 'Subscribe to your calendar' button. Below this is a notification: 'You have a video call coming up soon. Please test your video is working correctly here before the online appointment.' with a 'Test My Setup' button. A table lists the appointment details:

| Date | Service | Patient | |
|-----------------------------|---|--------------|---|
| March 7, 2025 - 12:00pm CST | 30-Minute Follow-Up with Dr. Lacey Mallard (Online Appointment) | Shannon Test | ▼ |

Below the table is a 'Wait List Requests' section with an 'Add a Wait List Request' button. A table shows the current status:

| Service | Patient | Availability | |
|-----------------------|---------|--------------|--|
| No Wait List Requests | | | |

Need a superbill for insurance reimbursement? Email us at Office@drlaceemallard.com.

Other Common Questions

How are prescriptions handled?

- Prescriptions are sent directly to your pharmacy.
- For refills, ask your pharmacy to fax us a prescription refill request at (425) 332-5901.

Questions? Email Dr. Mallard at DrLaceyMallard@gmail.com.

Is my payment and personal information safe?

Yes! Jane uses industry-standard encryption and HIPAA-compliant security measures to protect your payment and personal details. Your card information is stored securely and is only used for authorized payments related to your appointments.

Want to learn more about how Jane protects your data? Click [here](#).

I don't want to add my payment information to my account. Can I give my payment details after the appointment?

We completely understand that you want to be careful with your personal information. Your privacy and security are very important to us.

Jane, our scheduling system, uses industry-standard encryption and HIPAA-compliant security measures to keep your payment details safe. Your credit card information is stored securely and is only used for authorized payments related to your appointments.

To reserve an appointment, we do require patients to add their payment details to their account. This ensures we can hold your appointment time just for you.

I was a patient of Dr. Mallard's at a different clinic and just need a prescription refill. Do I have to schedule an appointment?

Since Dr. Mallard has established her own private practice here at Intuitive Medicine, we are required to have you complete new intake paperwork. This includes updating important details like your birthdate, phone number, and address to ensure all necessary records are current for processing your prescription.

For patients transferring from Tahoma Clinic:

- You can request one prescription refill without an appointment if:
 - You are up to date on your yearly lab work (e.g., hormone labs).
 - You have no new health concerns or symptoms.
- A \$25 paperwork fee will be collected to cover the time needed to process your refill.

⚠ Important Note:

Any subsequent prescription refills will require an appointment to ensure your prescriptions and dosages remain the best fit for your needs.

If this works for you, please give us a call at (425) 243-4577, and we will securely add a card to your file to process your refill as soon as possible.

Troubleshooting Common Problems

What if I can't log into Jane?

- Double-check your email and password.
 - Click "Forgot Password?" to reset it.
 - If you still can't log in, contact us:
 - Email: Office@drlaceemallard.com
 - Call/Text: (425) 243-4577
-

What if my video appointment won't connect?

- Check your internet connection.
- Ensure your camera and microphone are enabled.
- Restart your browser or switch to Google Chrome or Safari.

Still having trouble? Contact us immediately:

- Email: DrLaceeMallard@gmail.com
- Call: (425) 243-4577

Contact Information

Office Staff

We are available to assist you with:

- Scheduling appointments
- Billing and payment questions
- Jane account access and support

Phone (call/text):

(425) – 243-4577

- **Monday:** 8:00 AM – 2:00 PM (Pacific Time)

- **Thursday & Friday:** 8:00 AM – 4:00 PM (Pacific Time)

Email:

Office@drlaceemallard.com

We will respond to emails Monday – Friday as soon as possible.

If you contact her outside of these times, feel free to leave a voicemail or send an email — she will follow up on the next business day she is in the office.

Dr. Lacey Mallard

Dr. Mallard is available to respond to:

- Brief treatment and medical related questions
- Prescription refill requests

Dr. Mallard can be reached by **email or text only**. She does not take phone calls.

DrLaceyMallard@gmail.com

Phone: (425) 243-4577

Fax: (425) 332-5901

Availability:

- **Tuesday through Saturday**
(Pacific Time - Daytime hours only)

Prescription requests and treatment-related messages are reviewed and addressed during her working days, so we encourage you to plan ahead when making requests.

Any requests received outside these days will be handled the following business day.

In Case of Emergencies

- For urgent, non-life-threatening concerns, email "URGENT" to DrLaceyMallard@gmail.com.
- For life-threatening emergencies, call 911 or visit your nearest emergency room.