



## HEALTH CARE SERVICES CONTRACT

Welcome to East-West Integrated Healthcare. This document contains all the important information about our professional services and business practices. Please read it carefully and ask any questions you have about the information.

Naturopathic medicine requires an active effort on your part, and in order to be successful, you will need to be willing to make certain lifestyle, behavioral, and/or dietary changes. Naturopathic Medicine takes a comprehensive approach to wellness, focusing on the body, mind, and spirit. Naturopathic medicine can be very effective in treating both acute and chronic illness and is considered preventative in nature. Your initial visit is an information gathering session that allows Dr. Jennifer Calvo or Dr. Don Underwood to better evaluate your health care needs and then choose appropriate therapeutic treatments. If you have any questions or concerns, please let the doctor know at your initial visit, so they may be addressed immediately.

**Naturopathic Medicine:** A Naturopathic physician is trained as a general family practitioner. Naturopathic physicians combine modern laboratory and physical diagnostic tools with natural, nontoxic therapies that encourage the body's inherent healing abilities. Some of the treatments may include nutrition, herbal medicine, homeopathy, counseling, chiropractic manipulation, physiotherapy, electrotherapy, natural supplementation, and other natural remedies.

**Acupuncture and Traditional Chinese Medicine:** Acupuncture is a five thousand year old medical tradition based on clinical observation and treatment. Diagnosis in Traditional Chinese Medicine and Acupuncture is based on observation, interview, pulse and tongue diagnosis, and other tools. Following an assessment, treatment may involve acupuncture, cupping, moxabustion, electrotherapy, bleeding, massage, and manipulation, TDP heat lamp, or other traditional treatments. Acupuncture involves the placement of sterile one-time use disposable needles into specific points on the body.

### **Homeopathy**

Homeopathy is a system of medicine based on the Law of Similars that was founded over 200 years ago by Samuel Hahnemann, MD (1755-1843). A homeopathic remedy is an FDA approved medicine that consists of a very dilute substance. When given to someone who is healthy, a homeopathic remedy can bring about the same symptoms it can cure. When given to someone suffering from those symptoms, the body is stimulated to heal on its own and the symptoms resolve. Hence, the name, the Law of Similars, or like cures like. There are no side effects when using homeopathic remedies and no interactions to worry about. These remedies are safe to use on the youngest and most elderly patients.

**Western and Traditional Chinese Herbal Medicine:** Herbal medicine is based on clinical and laboratory research, as well as hundreds of years of folk medicine to address specific therapeutic goals. Herbal medicine may be prescribed as a tincture, capsule, tea, or solid extract for oral supplemental, or for topical or rectal application. Other forms of herbal treatments include aromatherapy and flower essences.

The right plan for you may be a combination of these therapies, which can be addressed, in a naturopathic first visit.

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## EXPERIENCE AND TRAINING OF OUR PHYSICIANS

Dr. Jennifer Gentry Calvo, N.M.D. and Dr. Don Underwood N.M.D., L.Ac. are Naturopathic Physicians. Naturopathic medicine is an emerging field that incorporates the training and knowledge of conventional medicine with a holistic, natural treatment paradigm. Naturopathic physicians, like other doctors, complete a four-year undergraduate degree, followed by a four-year doctorate of medicine in a school accredited by the board of education. Therapeutic modalities include homeopathy, botanical medicine, clinical nutrition, hydrotherapy, acupuncture, physical medicine, and counseling. Using these methods, Naturopathic physicians are able to work with patients to restore health from the inside out safely, and effectively, avoiding or limiting the use of harmful drugs and invasive surgeries.

Drs. Jennifer Gentry Calvo, N.M.D. and Don Underwood N.M.D. attended Southwest College of Naturopathic Medicine in Tempe, Arizona and hold active medical licenses with the state of Arizona.

## PATIENT RIGHTS

- You have the right to be treated with courtesy, respect and dignity.
- You have the right to know the process through which services are offered, including the general course of treatment, and with whom you will be working.
- You have the right to full confidentiality. All transactions and records within this office are kept strictly confidential. Your records may be released only when requested in writing by you, or when required by law.
- You have access and may request copies of your information at any time.
- You have the right to request that the physician not make notes in the chart pertaining to sensitive matters.
- You have the right to know and understand the practitioner's assessments and recommendations. These will be given to you at each visit including therapeutic goals, success of treatment, and proposed duration of treatment. If this is unclear please ask.
- If a medication is prescribed, or any other specific treatment is recommended, you have the right to know what the medication or treatment is, why it is being prescribed, what is the expected outcome, and general side effects, which might be reasonably expected.
- You have the right to access other community services and also the right to select and change practitioners. If you are interested in other practitioners or therapeutic modalities please ask.
- You have the right to refuse service.
- You have the right to assert your rights as described within this document at any time without retaliation or fear of negative consequence.
- You as a patient have the right to full knowledge of fees.
- You have the right to know of any changes to services or charges and you will be notified.

## HEALTH CARE SERVICES CONTRACT FINANCIAL POLICY

### Office Fees:

Our fees are based on insurance requirements that use time and how complex your condition is to determine a fair and appropriate fee for your visit. Times listed are estimates only. The typical first visit is an hour or more. Please remember, payment is expected at the time of your visit. We will file an insurance claim for reimbursement of services as a service to you, but cannot guarantee reimbursement. Medicare is not a service we provide.

New Patient	Fee	Return Patient	Fee
Minor Complexity- 10 min	\$60	Minor Complexity- 10 min	\$30
Low complexity- 30 min	\$100	Minor Complexity- 15 min (Lab review)	\$50
<b>*Moderate Complexity- 1 hour</b>	<b>\$150</b>	<b>*Low complexity- 30 min</b>	<b>\$60</b>
High complexity- 1 hour +	\$200	Moderate Complexity- 45 min	\$100
		High complexity- 1 hour +	\$200

### Common Additional Charges:

Acupuncture	\$10 (Plus cost of visit)
Cosmetic Acupuncture	\$90
Acupuncture labor induction	\$90
Spinal-Manipulation	\$30-50 (Without visit, Free as part of visit)
Hydrotherapy	\$25-\$150
Constitutional Homeopathy (2 hour visit)	\$300
Injection/IV Therapies:	\$11/\$75 plus the cost of medication
Vitamin C IV	\$95.50
Meyers Cocktail IV	\$120.50
Magnesium IV Push	\$72.50
Migraine IV	\$102.50
Anti-viral IV	\$138
B12 with folic acid Injection	\$15
Magnesium (High Blood Pressure) Injection	\$15
Lipoden Injection	\$25
Lipodissolve	\$400 per treatment, \$1400 for set of 4
Lab Service Fee	\$15
Lab Work	Variable according to the labs
Annual Pap-smear (Women's wellness exam)	\$63 for the lab (Plus cost of visit)
Supplements and Medications	Variable according to the supplement

- Additional fees may apply accordingly, but will always be expressed before treatment.
- Prices are subject to change as our overhead costs change.
- We have an extensive medicinary, however, if there is a supplement that you need that we do not currently stock, we will happily order a supply for you.
- We will ship supplements to your home at your request.
- An \* indicates the most common visit in our office

## **HEALTH CARE SERVICES CONTRACT FINANCIAL POLICY**

### **Appointments**

We consider an appointment to be an agreement between you and our office. When you schedule an appointment, we reserve that time exclusively for you. We are responsible to be here and provide our services, or to inform you otherwise. You are responsible for keeping the appointment or giving us 24 hours notice of cancellation. Unavoidable emergencies will be considered reasonable exceptions.

**If you miss an appointment without notifying us, you are responsible for the entire appointment fee \$60.**

**If you cancel with less than 24 hours notice, you will be responsible for a \$30 fee.**

### **Payment**

In order for us to keep our services available to our patients, it is necessary to require payment at the time of your visit. East-West Integrated Healthcare is not a provider for Medicare, Medicaid or any other insurance carrier. Therefore, payment is requested at the time of service and/or when products are purchased. We will provide you with complementary billing if you have other medical insurance that reimburses you for Naturopathic care. We will provide you with invoices for reimbursement from Health Savings Accounts or for tax purposes at the end of every visit. If you do not retain your billing statements and require us to provide copies for you at a later date, there is a \$5 search fee for each invoice. **Please remember that you are responsible for the total charge for each visit, regardless of whether your insurance company reimburses you or not.** We will make every effort to help you obtain reimbursement in the event that your claim is denied for naturopathic services.

Please pay for all medicines and supplements at the time that you pick them up, unless other specific arrangements have been made.

Balances older than 60 days are subject to additional billing fees of \$20 per statement.

There is a \$25 fee for returned checks.

If you would like to apply for a special payment plan due to financial hardship, please discuss this with our office manager or your doctor before your appointment is scheduled.

There is a free 15 minute consult available to all new patients. After 15 minutes there is a minimum charge of \$30.