

# **Whole Life Medicine**

**Washington Urology and Urogynecology Member**  
12815 120<sup>th</sup> Ave NE, Suite E, Kirkland WA 98034  
P: 425.398.9355 F: 425.486.5913  
Web: [www.WholeLifeMedicine.net](http://www.WholeLifeMedicine.net)

## **NEW PATIENT INTRODUCTION PACKET**

**WELCOME:** Whole Life Medicine is a group of dedicated, independent healthcare professionals offering integrated medical care for adolescents and adults. Our goal is for you to have an extraordinary healthcare experience in our office. This packet provides general information and is intended to answer any questions you may have. Please read and complete forms before your visit. We look forward to having you as a patient!

**WHAT IS A NATUROPATHIC PHYSICIAN?** Naturopathic physicians (N.D.'s) are general practitioners trained as specialists in natural medicine. In practice, naturopathic physicians perform physical examinations, laboratory testing, gynecological exams, nutritional and dietary assessments, X-ray and other diagnostic and screening tests. Naturopathic physicians treat using therapies from the sciences of clinical nutrition, herbal medicine, physical medicine, exercise medicine, and counseling. Naturopathic physicians may prescribe also medications when warranted.

**WHAT IS ACUPUNCTURE?** Acupuncture is based on the belief that health is determined by a balanced flow of Qi, the vital life energy. Qi is circulated in the body along fourteen energy pathways, called meridians, each linked to specific internal organs and organ systems. When special needles are inserted into these acupoints (just under the skin), the flow of energy is corrected and balanced to restore health.

## **BASIC PRINCIPLES OF INTEGRATIVE MEDICINE**

- ❖ A partnership between patient & practitioner in the healing process.
- ❖ Appropriate use of conventional & alternative methods to facilitate the body's innate healing response.
- ❖ Consideration of all factors that influence health, wellness, disease, including mind, spirit, & community as well as body.
- ❖ A philosophy that neither rejects conventional medicine nor accepts alternative medicine uncritically.
- ❖ Recognition that good medicine should be based in good science, inquiry driven, and open to new paradigms.
- ❖ Use of natural, less invasive interventions whenever possible.
- ❖ The broader concepts of promotion of health & the prevention of illness as well as treatment of disease.
- ❖ Practitioners as models of health & healing, committed to the process of self-exploration & self-development.

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**PATIENT RELATIONSHIP:** The physicians and office staff are committed to having a relationship with you based on mutual understanding, trust, and communication. Please make any suggestions you feel are appropriate.

## OFFICE POLICIES:

- **Insurance Billing:** Providers at Whole Life Medicine are credentialed by most major insurance plans. It is your responsibility to check if the provider you are seeing is covered by your specific insurance plan. We have provided a form that includes questions to ask your insurance so you are clear on your benefits.
- **Phone Consultation: \$50 minimum charge.** Telephone consults are on a cash basis only as insurance will not cover these services. Fees for telephone consults are \$50.00 for each 15 minutes. Brief phone calls are accepted at no charge. Messages are checked daily and will be returned within 48 hours. If there are any questions about this service, please ask at the time of the call. There is a \$50 fee for any after hour urgent pages of the physician on call.
- **Cancellation Charge:** We understand that circumstances occasionally arise changing your plans. No charge if cancelled with a minimum of 24 hour notice. There is a \$50 fee with less than 24 hour notice. Full fee will be charged if no notice is received.
- **Patient Follow up:** You are responsible for your own follow up as advised by your provider. We will make one attempt to contact you via phone or letter for labs or imaging findings that are abnormal. We may send a letter reporting normal results without a phone call.
- **Payment:** Payment for visit co-pays and/or medication and supplies is to be rendered at time of service and can be made by cash, check, money order, or credit card. There is a minimum billing fee of \$25.00 or 12% APR, whichever is greater, for account balances due beyond 30 days. There is a \$35 NSF fee on all returned checks. Patients will be held responsible for non-payment by their insurance company. Accounts unpaid by the insurance company greater than 90 days will be billed to the patient. Outstanding balances greater than 120 days will be turned over to a collection agency unless prior arrangements have been made in writing.

**IF I HAVE INSURANCE, I UNDERSTAND THAT I AM RESPONSIBLE TO READ MY MEDICAL BENEFIT BOOK AND UNDERSTAND IT. WHEN APPLICABLE, I AM RESPONSIBLE TO PAY A PERCENTAGE OF THE COST OF MY VISIT AT THE TIME OF TREATMENT. I AGREE THAT I AM FULLY RESPONSIBLE FOR THE TOTAL PAYMENT OF ALL PROCEDURES PERFORMED IN THIS OFFICE. THIS INCLUDES ANY TREATMENT THAT IS NOT A BENEFIT OF ANY MEDICAL INSURANCE THAT I MAY HAVE**

I, \_\_\_\_\_ agree to the above defined financial policies of Whole Life Medicine, a member of Washington Urology and Urogynecology. In the case of default of payment, I am responsible for full payment of the balance, interest accrued, and any collection costs and legal fees incurred to collect on this account. I have read, understand, and accept the information and conditions specified in this document.

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Client Signature

Print Name

Date