



Dear New Patient,

Naturopathic medicine uses a combination of natural therapies blending modern scientific knowledge with traditional and natural forms of medicine to stimulate the body's ability to heal itself. It is a comprehensive health-care approach, focusing on treating illness and preventing disease. An effective treatment plan will address the physical, mental and emotional aspects of your health. Some of the services that may be considered include:

*Nutritional Analysis & Supplementation*  
*Botanical Medicine*  
*Asian Medicine & Acupuncture*  
*Physical Medicine*  
*Homeopathic Medicine*  
*Prevention & Lifestyle Counselling*

Please take the time to fill out the important questionnaire contained within the package. Your responses will allow me to understand your goals and expectations so that together we can formulate an individualized health care plan suited to your needs. Please be assured that all the information you share in these forms, as well as during your visits, will be held with the utmost confidentiality. As your naturopathic doctor, I am the only person who will review these forms. Remember to bring in your "Intake Form" and the signed "Informed Consent Form" contained in this package for your initial visit.

As your naturopathic doctor, I will be a facilitator in your progress towards wellness. Your initial visit is 60 to 90 minutes long in order to take a complete health history, obtain information from laboratory tests and complete a full physical examination (excluding female gynecological) to properly assess and diagnose your health concerns. Your progress will be monitored and further visits may be necessary to continue treatment. If you have had any laboratory tests done within the last year, please bring a copy with you on your first visit. Please remember that we require 24 hours notice for any cancellations or rescheduling of appointments to avoid late cancellation/rescheduling fees.

Included in this package is a complete fee schedule of the services offered. Please take the time to review this information before you come in. Naturopathic care is not covered by OHIP. However, if you have extended medical insurance, please check with your plan to see if there is "Naturopathic Coverage" as many major insurance companies do offer this.

Congratulations on putting your health first. By investing in naturopathic medicine, you have taken a major step towards improving your health now and for your future. As your naturopathic doctor, I am certain that you will find your experience a positive and rewarding one. Remember, optimum health is a journey, not a destination. I look forward to working with you.

Sincerely,

Pilar E. Villegas, BSc Hons, ND

## Fees Schedule and Extended Medical Coverage

Please note that these fees are not covered by OHIP, however, most employment insurance providers have naturopathic medicine coverage in their **extended health care plan** (for example: Liberty Health, Great West Life and Manulife all have naturopathic coverage). Insured patients can contact their employer or individual insurance agents to see if they are covered. If you would like to claim your naturopathic care we will be happy to provide you with a statement of your account. All fees to be claimed for reimbursement must be done by the patient.

### General Fees

Initial Consultation (60-90 minutes):	\$130
Follow-Up Consultations (30 minutes):	\$70
Acupuncture Only (30 minutes):	\$45

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Initial Consultation – seniors* (90 minutes):	\$110
Follow-Up Consultations – seniors (30 minutes):	\$65

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Initial Consultation – children** (60 minutes):	\$100
Follow-Up Consultations – children (30 minutes):	\$60

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\*Seniors: 65 years of age and over

\*\*Children: under 16 years of age

### Laboratory Services

Fees vary according to individual test.

### Other Fees

Missed Appointment (with less than 24 hours' notice)	\$70
Completing Insurance Forms, Copying Patient Files	\$30

### All fees are subject to H.S.T.

Fees are payable by cash, debit, Visa or Mastercard at the end of each visit.

Any prescribed supplements are not included in the above fees.

## Office Policies

### **Clinic Hours** \*By appointment only\*

Day, evening and weekend appointments are available

### **Appointment Scheduling**

When you book an appointment with us, the time allotted for your visit is made especially for you. The time that you book is the time that you will be seen. For this reason we ask that you respect the booking times made for you and try not to be late for your appointments. If you have to cancel or reschedule an appointment, this is not a problem, just be sure to do so with at least 24 hours notice.

### **Cancellations**

You can cancel or reschedule an appointment without penalty up to 24 hours before your visit. Cancellations made after the 24 hours are subject to the cost of the visit missed.

### **Referrals**

The success of our office and naturopathic medicine in general depends on your referrals.

If you know of someone in another area that you feel would benefit from naturopathic care please let us know and we can provide you with names of naturopathic doctors in their area.

### **Telephone**

From time to time, it may be necessary to call you at home or your place of work (if we cannot contact you at home or on your cell). We may leave a message for you at home or work if you are not there. Please let us know on the confidential intake form if it is permitted for our office to leave you a message at either of these places.

### **Payment**

Payment (cash, debit, Visa and Mastercard) is due in full at the end of your consultation.

### **Other Services**

The Head to Toe Chiropractic and Wellness Centre consists of a highly trained multidisciplinary integrated health care team whose priority is the health of your family. Combining the expertise of Naturopathic, Chiropractic, Registered Massage Therapy, Acupuncture and Reiki, we are able to customize wellness plans for each member of your family. Please indicate below if you would like more information on any of the following:

- Chiropractic
- Registered Massage Therapy
- Acupuncture
- Reiki

## Informed Consent to Naturopathic Treatment

Naturopathic medicine is the treatment and prevention of disease by natural means. Gentle techniques are used to stimulate the body's inherent healing capacity. Naturopathic doctors assess the whole person, including physical, mental, emotional and spiritual aspects of the individual. Gentle, non-invasive techniques are generally used in order to stimulate the body's inherent healing capacity.

A number of different approaches may be used throughout the course of treatment. Treatment modalities may include diet, lifestyle counseling, clinical nutrition, botanical medicine, homeopathy, Asian medicine and acupuncture, hydrotherapy, and physical medicine.

**Individual diets and nutritional supplements:** recommended to address deficiencies, treat disease processes, and promote health. The benefits may include increased energy, increased digestive function, improved immunity and general well-being.

**Botanical medicine:** plant based medicines that involve the use of herbal teas, capsules, tinctures and other forms of herbal preparations to assist in recovery from illness.

**Homeopathy:** form of medicine based on the use of tiny doses of the very thing that causes symptoms in healthy people. These small doses stimulate the body to heal itself, physically and emotionally.

**Asian medicine:** acupuncture refers to the insertion of sterilized disposable needles through the skin into the underlying tissues at specific points on the body. Eastern herbs may be given in the form of pills, tinctures or strong teas to be taken internally or used externally. Dietary advice is based on traditional Chinese medical theory. Please note that acupuncture is not used in children under the age of 16.

**Hydrotherapy:** refers to the use of hot and cold water applications to improve circulation and stimulate immunity.

**Lifestyle counseling:** identifying risk factors and making recommendations to help optimize the physical, mental and emotional environment.

During your initial visit your naturopathic doctor will take a thorough case history and screening physical examination, including a breast exam for females, if necessary. If indicated, it may be necessary to take urine samples or perform other laboratory testing.

There are some slight health risks to treatment by naturopathic medicine. This depends greatly on the individual and the extent of the illness. Some therapies must be used with caution in certain diseases such as diabetes, heart, liver or kidney disease.

Health risks associated with naturopathic medicine may include but are not limited to:

- Aggravation of pre-existing symptoms during the healing process
- Allergic reactions to supplements or herbs
- Pain, bruising or injury from acupuncture or cupping
- Fainting or puncturing of an organ with acupuncture needles

Results are not guaranteed and not all risks and complications can be anticipated and explained.

It is very important that you inform your naturopathic doctor of any diseases that you are suffering from as well as any medications (prescription or over the counter) and/or supplements that you are taking. If you are pregnant, suspect you are pregnant, or you are breast-feeding, please let your naturopathic doctor know immediately.

## Consent Regarding Personal Information

Your identity will be protected at all times and a record will be kept of the health services provided. Patients may look at their medical record at any time and can request a copy of it by paying the appropriate fee. The information from medical records may be analyzed for research purposes and all identities will be protected and kept confidential.

At this office, Pilar Villegas, ND acts as the Privacy Information Officer. All staff members who come into contact with your personal information are aware of the sensitive nature of the information that you have disclosed. They are trained in the appropriate use and protection of your information.

The privacy policy outlines what the clinic is doing to ensure that:

- Only necessary information is collected about you
- We only share your information with your consent
- Storage, retention, and destruction of your personal information complies with the existing legislation and privacy protection protocols
- Our privacy protocols comply with privacy legislation and standards of our regulatory body, the Board of Directors of Drugless Therapy-Naturopathy

### How the Clinic Collects, Uses and Discloses Patients' Personal Information

To help you understand how we protect your personal information, we have outlined here how our clinic is using and disclosing your information:

- To assess your health concerns
- To provide health care
- To advise you of treatment options
- To establish and maintain contact with you
- To send newsletters and other information mailings
- To remind you of upcoming appointments
- To communicate with other treating health-care providers
- To allow us to efficiently follow-up for treatment, care and billing
- To complete claims for insurance purposes
- To comply with legal and regulatory requirements of our regulatory body, the Board of Directors of Drugless Therapy-Naturopathy acting under the authority of the *Drugless Practitioners Act*
- To invoice for goods and services
- To process credit card payments
- To collect unpaid accounts
- To assist this clinic to comply with all regulatory requirements
- To comply generally with the law
- To allow potential purchasers, practice brokers or advisors to conduct and audit in preparation for a practice sale

By signing the consent section of this Patient Consent Form, you have agreed that you have given your informed consent to the collection, use and/or disclosure of your personal information as outlined above.

**Please initial next to each of the following statements:**

\_\_\_\_\_ I understand that a record will be kept of the health services provided to me. This record will be kept confidential and will not be released to others without my consent, unless required by law. I understand that I may look at my medical records at any time and can request a copy of it by paying the appropriate fee.

\_\_\_\_\_ I understand that the naturopathic doctor will answer any questions that I have to the best of her ability. I understand that the results are not guaranteed. I do not expect the doctor to be able to



anticipate and explain all risks and complications. With this knowledge, I voluntarily consent to diagnostic and therapeutic procedures mentioned above, except for:

Please list any diagnostic and/or therapeutic procedures that you do not want to be treated with (if any):

\_\_\_\_\_

\_\_\_\_\_ I understand the fees and supplements are to be paid for at the time of the consultation.

\_\_\_\_\_ I understand that a fee will be charged (Missed Appointment Fee) for any missed appointment or cancellations with less than 24 hours notice.

As the patient you are responsible for the total charges incurred for each visit. We accept cash, debit, Visa or Mastercard. If you have coverage for naturopathic medicine, you are responsible for billing your own insurance company- we will provide you with all of the information necessary to send your claim reimbursement.

Supplements and products are individually priced. Patients are not required to purchase the supplements recommended in their treatment protocols from this office and are free to choose where they are purchased.

**Patient Consent:**

I, \_\_\_\_\_ (patient name), agree that Pilar Villegas, ND may collect, use and disclose personal information as set out above regarding the clinic's privacy policies. I also consent to diagnostic and therapeutic procedures for the entire course of treatment for my presenting condition(s) and understand that I am free to withdraw consent and to discontinue participation in these procedures at any time. I have read and fully understand and agree to the outlined fees and policies and understand that the fees may change without prior notice.

Patient Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Guardian Signature (patients under age 16): \_\_\_\_\_