

**IN-PRACTICE or TELE-MEDICINE CONSULTATION INFO 2023<sup>(v1)</sup>**

SA /LOCAL – VALID FROM 1 MARCH 2023

*This may seem like a lot of information to read through, but I need you to be well informed as to the process of consulting with a Naturopath who works using an Integrative & Functional Medicine approach.*

**YOUR FIRST 10 MIN INTRODUCTORY TELE-CONSULTATION is FREE**

Deciding to commit to a new doctor can be a difficult decision. You need to be able to feel comfortable and to "connect" with your new practitioner. This talk-time gives us an opportunity to decide if we are "compatible" and if we can work together - with no strings attached and no financial commitment from you.

If you decide to work with me – then please read on....

**BOOK YOUR INITIAL CONSULTATION**

This is going to take about 2hrs of your time. The reason it takes so long is because we are going to be covering the following:

- A comprehensive **Medical & Health HISTORY** (a bit of your life-story)
- **Medical Signs & SYMPTOMS** or the **EXCEL version** (scroll down)
- Review of any past **TESTS** and/or **referral** info
- Initial physical examination (or photos if doing Zoom / online Tele-consult)
- Brief assessment of your **NUTRITION**/dietary intake & **STRESS** levels
  - will do lots more work on this as we go along
- Formulation of an **INITIAL PLAN** of action:
  - clinical tests to do / treatments / intro nutritional changes / supplements / referrals etc.

**STEPS IN THE PROCESS:**

1. COMPREHENSIVE PERSONAL INFORMATION GATHERING
2. EDUCATING & COMMUNICATION (practitioner and patient)
3. EXAMINATION & TESTING
4. SUPPLEMENTS/NUTRACEUTICALS (selection, dosages, changes over time)
5. TREATMENTS, OTHER THERAPIES & REFERRALS
6. Continued COMMUNICATION & EDUC
7. FOLLOWUP & RETESTING (as needed)

**PLEASE REMEMBER TO COMPLETE / SEND TO ME BEFORE YOUR CONSULTATION:**

1. **CONSENT FORM** « (100% online) - Complete at least **2 days BEFORE** your consultation.
2. **PDF Questionnaires** « – Confirm with Dr Adele which ones you need to complete!  
Complete using a PDF editor and email to me at least **2 days BEFORE** your consultation OR **PRINT & complete** by hand – then scan and email to me + **BRING with you** if coming for an in-practice visit.
3. **Any previous test results** - get copies from your doctors / hospitals you have been to in the last few years and email directly to me at least **2 days BEFORE** your consultation, AND/OR **BRING copies with you**. These are YOUR results, so you are entitled to copies for your own records, or to send to other practitioners.
4. **ALL medication & supplementation** that you are taking at present or have in your cupboard. **Type out the full name and manufacturer** (use this **TEMPLATE** if you want) so I can quickly Google any unknown products. **BRING them all with you!**
  - a. You can type your LIST either on your **HISTORY** or the **INFORMED CONSENT FORM** or the **TEMPLATE**

« Please complete ALL forms and questionnaire, accurately and honestly!

**SUPPLEMENTS, NUTRACEUTICALS, MEDICAL FOODS, NATUROPATHIC REMEDIES:**

Based on your health issues, concerns, symptoms and clinical results - I may prescribe herbals/botanicals, vitamins & minerals and/or nutraceuticals, medical foods, tissue salts, Bach flower remedies etc. that you will need to take for a specific period of time (i.e. as a treatment THERAPY). It is therefore imperative that you check-in via Whatsapp regularly and/or a short follow-up consultation (online is an option), so that we can adjust your program (nutrition, remedies, supplements, therapies, lifestyle etc.) - as your health, test results and symptoms change.

The LNNM Centre does stock several products that can be purchased (for your convenience you can get directly after your consult, collect from us or we can courier to you). Please note that you are under no obligation to purchase any products from the LNNMC - but please be aware that prices are very competitive vs some health shops. If you choose to purchase anything from the LNNMC, then these are charged for separately on your account.

(\*NOTE\* medical aids will generally not cover these – however they may cover some if they are NAPPI coded).

Please check the **WEBSITE** for more info



### CONSULTATION DAYS & TIMES:

Various slots from **Mon – Fri** between **10am – 6pm** (earlier or later by arrangement).  
Some **Sat** appointments are available from **11am – 3pm**.

**ONLINE Calendar**  
Click [HERE](#)

**\* NOTE \*** Appointments not rescheduled or cancelled within 24hrs, will be charged for at 50% of the booked time

### IN PRACTICE / FACE-TO-FACE & VIRTUAL / ONLINE CONSULTATION FEES:

- Your first **10 minute** INTRODUCTORY TELEPHONIC / WHATSAPP/ ZOOM CONSULTATION is **FREE**. Thereafter...
- Per consultation fee rate: **R275/15min**, **R550/30min**, **R1100/1hr**, **R1650/1,5hr**, **R2200/2hrs** etc.
- General Communication** – Whatsapp or Email discussions, questions, queries & “mini” consultations:
  - < 10min = FREE, but if > 10min then **R275 will be charged for every 15min thereafter**

#### ‘PACKAGE’ **A** (up-front payment)

~10% discount

- 1 x 2hr initial** consultation + **2hrs** for follow-up consults / treatments / prep work = **Total 4hrs**
- in 1hr or 30min increments, incl. time for summaries & treatment plans = **R3,960** {value / usual cost = R4400}

#### ‘PACKAGE’ **B** (up-front payment)

~13% discount

- 1 x 2hr initial** consultation + **4hrs** for follow-up consults / treatments / prep work = **Total 6hrs**
- in 1hr or 30min increments, incl. time for summaries & treatment plans = **R5,750** {value / usual cost = R6600}

Electronic fund transfer EFT or CASH (preferred) - SNAPSCAN & CREDIT CARD (also available)

**\*\*NOTE\*\* ALL PACKAGE PAYMENT ARE REQUIRED **BEFORE** or AT YOUR 1<sup>st</sup> CONSULTATION!**  
**Or PER CONSULT / TREATMENT - PAYMENT REQUIRED **IMMEDIATELY AFTER** YOUR VISIT!**

### MEDICAL AID:

This is a **CASH PRACTICE**, and your consultation or treatment fee **must first be paid by you** (the patient) and then claimed from your **Medical Aid**. I am registered with the Allied Health Professions Council (**Registration No# A11715**), and with the Board of Healthcare Funders (**Practice No# 0635014**) – use this number when asking your medical aid if you can claim for my services.

It is **your responsibility to check** with your medical aid directly if Naturopathic consultations and treatments are covered by your **savings portion** (as does a dentist or physio etc.). This will be limited to your scheme, type of cover, and how much you have in your savings portion. If your medical aid does cover these costs (or a portion) AND you still have funds available, then after you have made your payment for your consult and/or treatment, contact us to ask to create an electronic invoice for you.

#### Please note:

- The handwritten invoice **CANNOT** be used to claim, as it does not contain all the info and ICD10 codes!
- We employ someone especially to create these medical aid invoices once a month – so please don’t claim unless you are 100% sure you have funds. **NOTE: An admin charge of R250 will be charged**, to cover this.
- We also cannot guarantee that your medical aid will pay - so please make 100% sure before requesting.

Practice admin: [Mike@NaturalMedicineClinic.co.za](mailto:Mike@NaturalMedicineClinic.co.za) – Cell: +27 82 457 0807 or Office: +27 21 531 3589.

I apologise for all the financial legalities, but unfortunately some patients have taken advantage in the past.

If you agree to everything noted, please remember to complete the online **INFORMED [CONSENT FORM](#)**, which serves as the agreement of all above and more. I look forward to working with you and supporting you on your health journey.

*Dr Adele Pelteret*