



## VIRTUAL CONSULTATION INFO- 2020<sup>(1)</sup>

*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 ONLINE with a Naturopath who works using an Integrative & Functional Medicine approach.*

### **Your first 15-20 minute INTRODUCTORY 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 "gel" with your new practitioner. This 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.

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

### **BOOK YOUR INITIAL ZOOM CONSULTATION**

This is going to take about 2hrs of your time – we can split it into 2 x 1hr sessions or 1 x 2hr session.

The reason it takes so long – is because we are going to be covering the following:

- A comprehensive medical and health history (a bit of your life-story)
- Signs & symptoms check and evaluation (MSQ)
- Review of any tests and/or referral info
- Brief initial assessment of your nutrition/dietary intake
- Stress Assessment evaluation
- Formulation of an initial plan of action / tests to do / treatments / supplements / referrals etc.

[Access the 3 questionnaires on my WEBSITE!](#)

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

- 1) **Consent form** (100% online) - Complete at least **1 day BEFORE** your consultation.\*\*
- 2) **3 x PDF Questionnaires** - Complete the PDF forms using a PDF editor and email to me at least **1 day BEFORE** your consultation.\*\*
- 3) **Any previous test results** - get copies from your doctors / hospitals you been to in the last few years and email directly to me at least **2 days BEFORE** your consultation.
- 4) **ALL medication & supplementation** that you are taking at present or have in your cupboard – take photos of the front and back (name & ingredients) and email or Whatsapp to me at least **2 days BEFORE** your consultation.

\*\* Please complete these accurately and honestly!

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

I may prescribe herbals/botanicals, vitamin & minerals and/or nutraceuticals, medical foods, tissue salts, Bach flower remedies etc. that you will need to take for a specific period of time (ie: as a treatment THERAPY). It is therefore imperative that you check-in via Whatsapp regularly and/or a short follow-up Zoom consultation, so that we can adjust your supplementary or remedy programme - as your health, test results and symptoms change.

The LNNM Centre does stock several products that can be purchased directly after your consult (for your convenience you can collect from us or we can courier to you). You are under no obligation to purchase any products from the LNNM Centre, but if you choose to, then these are charged for separately on your account (\*NOTE\* medical aids will generally not cover these).

**For my international patients:** we will find suitable products for you that contain the specific therapeutic ingredients that you need - in your country and area.



**DAYS & TIMES:** Virtual Consultations are based on Central African Time (CAT)

- **SOUTH AFRICAN:** Mon – Sat, 11am – 4pm
- **INTERNATIONAL:** Mon – Sat, various times to suit your country / time zone

### **VIRTUAL CONSULTATION FEES:**

- Your first 15 minute **INTRODUCTORY TELEPHONIC** or **ZOOM CONSULTATION** is **FREE**. Thereafter...
- **SA Rands:** R400 / 30min, R800 / 1hr, R1200 / 1,5hr, R1600 / 2hrs etc.
- **US Dollars:** \$75 / 30min, \$150 / 1hr
- **UK Pounds:** £50 / 30min, £100 / 1hr
- **Followup Communication** - Whatsapp, Telephonic or Email discussions, questions, queries & consultations:
  - **SA Rands:** < 10min = FREE, **R200** every 15min thereafter
  - **US Dollars:** < 10min = FREE, **\$30** every 15min thereafter
  - **UK Pounds:** < 10min = FREE, **£25** every 15min thereafter

Feel free to ask about discounts for multiple appointments, a payment plan if you are under financial strain, or if local - a regular product purchase discount of 10% for those who are full-time students or pensioners.

**CASH, Internet electronic fund transfer (EFT), PayPal, SNAPSCAN & CREDIT CARD facilities.**

**PAYMENT IS REQUIRED ON THE SAME DAY OF YOUR CONSULTATION**

### **SOUTH AFRICAN MEDICAL AID:**

As this is a **CASH PRACTICE**, the consultation and treatment fee **must first be paid by you** (the patient) and then claimed from **Medical Aid**. I am registered with the Allied Health Professions Council (Register No# A11715), and with the Board of Healthcare Funders (Practice No# 1010000635014).

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 and type of cover. If your medical aid does cover these costs (or a portion), then as soon as you have made your payment for your consult and/or treatment, then contact Mike (the practice administrator) to ask him to email you an electronic invoice, noting your payment and including the various codes needed to submit.

Please note that we cannot guarantee that your medical aid will pay!

[Mike@NaturalMedicineClinic.co.za](mailto:Mike@NaturalMedicineClinic.co.za) - +27 82 457 0807 or +27 21 531 3589.

### **BOOKING & CANCELLATION OF APPOINTMENTS:**

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

I apologise for all the financial legalities, but unfortunately some patients have taken advantage in the past, and I now have to resort to stricter payment terms and conditions.

After reading this document, and you are in agreement of everything noted, then please email or Whatsapp me to confirm your consultation date and time. Please remember to complete the online **consent form** which serves as the agreement of all above.

I look forward to working with you.

Yours in health

*Dr Adele Pelteret*