



IN-PRACTICE or TELE-MEDICINE CONSULTATION INFO 2024^(v2)

VALID FROM 1 MARCH 2024

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 Clinical Naturopath who works wholistically using a comprehensive Integrative & Functional Medicine approach

YOUR FIRST 10 MINUTE INTRODUCTORY TELE-CHAT 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 10min talk-time (via video) 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 to select)
- Review of any **PAST TESTS / REPORTS** and/or **REFERRAL** info
- **INITIAL PHYSICAL EXAMINATION** – some basics if/as needed
- Brief initial assessment of your **NUTRITION/ LIFESTYLE, BOWEL MOVEMENTS** & **STRESS** - we will do lots more work on these as we go along
- We will then formulate an **INITIAL PLAN** of action:
 - EG: clinical tests to do / treatments / intro nutritional & lifestyle 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

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

If you know how, you can create an online / cloud folder and send me the link instead of emailing everything.

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 – main links above (blue underline)! Complete using a PDF editor and send to me at least **2 days BEFORE** your consultation OR **PRINT** & complete by hand – then photograph/scan and send to me. **GOOD LIGHTING** and **CLEAR** as possible please!
3. **Any previous test results or reports** - get copies from your doctors / hospitals you have been to over the years (as far back as possible) and send to me at least **2 days BEFORE** your consultation.
***NOTE* 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, manufacturer, amounts etc.** (use this **TEMPLATE**).
 - a. You can type this 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 SAST** (earlier or later by arrangement).

Sat appointments by special request only. You can BOOK directly on our calendar →

ONLINE Calendar

Click [HERE](#)

FEES: IN-PRACTICE & ONLINE CONSULTATIONS (ZARs/SA Rands):

- Your first **10 minute** INTRODUCTORY TELEPHONIC / WHATSAPP/ ZOOM chat is **FREE**. Thereafter...
- In-practice** consultation/treatment rate: **R1200/1hr** (or part thereof)
- Online/Tele/Virtual** consultation rate: **R1400/1hr** (or part thereof)
 - Note: Virtual / tele-consultations cost slightly more vs in-practice, as there is much more preparation, planning and post-admin required.*
- International payments** – direct exchange rate equivalent to ZAR / Rand rate above (at time of consultation). We have a USA (\$ DOLLAR), UK (£ GBP), and Europe (€ EURO) account for payments. Please contact our practice administrator for more info.
- General Communication /Online** – Whatsapp or Email discussions re. results, questions, queries & “mini” online consultations: < 10min = FREE, > 10min = **R350** and every **15min** thereafter

NO SHOW / MISSED APPOINTMENT / LATE CANCELLATION FEE (ie: less than 24hrs before appointment) = 50% of consult/treatment time (this will be invoiced to you electronically)

PACKAGES: Usually several consultations (initial and follow-ups) are required, so we offer discounted rates:

‘PACKAGE’ A (in-practice consultations) ~10% discount
• = **Total 4hrs** in 30min increments = **R4320** {value / usual cost = R4800}

‘PACKAGE’ B (in-practice consultations) ~13% discount
• = **Total 6hrs** in 30min increments = **R6264** {value / usual cost = R7200}

‘PACKAGE’ C (ONLINE consultations) ~10% discount
• = **Total 4hrs** in 30min increments = **R5050** {value / usual cost = R5600}

‘PACKAGE’ D (ONLINE consultations) ~13% discount
• = **Total 6hrs** in 30min increments = **R7400** {value / usual cost = R8400}

ALL PACKAGE PAYMENTS ARE REQUIRED BEFORE or AT YOUR 1st CONSULTATION!
- OR -
PER CONSULT / TREATMENT PAYMENT REQUIRED IMMEDIATELY AFTER YOUR VISIT!

PAYMENT METHODS: EFT, CASH, SNAPSCAN & CREDIT CARD

MEDICAL AID:

Please note this is a cash practice and we **do not** provide medical aid invoices anymore dt. various issues.

PRACTICE ADMINISTRATOR / PRODUCT ORDERS / INVOICES / PAYMENTS

Our practice administrator is Mike. Please contact him for product orders, enquiries, deliveries, accounts and payments
Email: Mike@NaturalMedicineClinic.co.za | Office: +27 21 531 3589 | Cell / WhatsApp: +27 82 457 0807.

If you agree to everything noted above and/or have any questions – please feel free to book a complimentary **10 minute INTRODUCTORY** chat via TELEPHONE / WHATSAPP/ ZOOM → [HERE](#).

I look forward to working with you and supporting you on your health journey.

Dr Adele Pelteret