



# NATUROPATHIC SERVICES

## Important Information for Newcomers to Resonance Wellness

*Welcome! We're so glad to have you at Resonance Wellness.  
Our first visit gives us the chance to really get to know you and your health needs and start you  
on your path to naturopathic care. Here's what you need to know.*

### The Health History Form

You will notice that the Resonance Naturopathic Intake form is quite long! This form allows us to get a better sense of you and your lifestyle and medical circumstances. The time you spend filling out this form is important. It saves time during the interview and helps you to focus on what concerns you the most about your own health. Please return the form at least two business days before your visit. This form is not copied in your records forwarded to other medical institutions, so make sure to take a copy for your own records should you wish to share it.

If you have had previous lab work, please either bring a copy or let our assistant know so that she can obtain lab results before your visit. A records release form is required to obtain these results from the doctor who ordered the lab work. Let us know if you think having your lab work will be pertinent to your first visit.

### Current Supplements & Drugs

If you are taking supplements or drugs, it is a great idea to bring samples with you. Bring at least two days worth of each item. We use Autonomic Response Testing to determine if what you are already taking is helping your condition or how current supplement regimens may be modified to best suit you.

### Coming to the Office

When you arrive at the clinic, please check in at the desk. If your schedule is tight, call ahead to check whether or not we are running on time, especially if your appointment is at the end of a shift (early afternoon and early evening). Expect to spend about 1.5 hours with us, including appointment time.

Your appointment will last about an hour, and we'll talk about you – your lifestyle, your motivation in seeking care, and the specifics about your symptoms. By the end of the session, we will usually have a plan that is specific to your concerns that you feel comfortable about fitting into your lifestyle.

### Treatment Plans

Your treatment plan will be printed out for you to take home after your appointment. It will include topics that we have discussed, your supplements, if any, and your dietary or other lifestyle changes. Often there are informative handouts that we send home or put up on your Patient Portal for your review. Should you lose your Treatment Plan, you can download a copy from your Patient Portal.

### Dispensary Items/Prescriptions

We maintain a dispensary in our clinic that can supply you with most of the natural medicaments that you may be prescribed. The supplements, herbs and homeopathics in our dispensary are professional products of high quality. On your electronic record we record your prescriptions so that a health assistant at our clinic can assist you in refilling a prescription if



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needed. You are never required to get supplements from us – it is always your choice. We work with a handful of pharmacies in Calgary that carry products that we have requested for our patients, and we're happy to take a look at what you have to see if previous purchases are acceptable for your current plan.

### If the Appointment is For Your Child (15 and under)

Forms for children are shorter, but are still detailed and require parent input. Parents are asked to accompany their children on their appointments. Children's appointments also usually take the full appointment time, as common growth and developmental issues are covered during the appointment.

And don't worry! We have a dedicated children's toy room, and it usually becomes a highlight of your child's visit to play there!

### Cancellation Policy

On occasion, you may find it necessary to cancel your appointment. Please give us a least 48 hours' notice. Because of the time I must set aside to meet you for the first time, a last minute cancellation prevents us from booking clients that are on the waiting list. Appointments that are cancelled without due notice may be charged a fee of \$65 (exceptions will of course be made for unavoidable circumstances). If you have to rebook, you will be put back into the normal queue for a first office visit.

### About Our Payment Policy

Naturopathic treatment is not covered by Alberta Health Care. However naturopathic visit fees are covered to some extent by almost all insurance plans. In general we ask for payment at time of service as we do not bill insurance. We issue receipts that are acceptable to insurance companies for reimbursement. We accept cash, cheques, debit, Visa and MasterCard. Please inform the front desk manager ahead of time if you will require special financial arrangements and we will try to accommodate you.

**We look forward to meeting you and your family.**

**Dr. Allissa Gaul N.D.**

**Desirae Hampson, Clinical Assistant**

**Nicole Garrido, Admin Assistant**