



**Resonance Wellness serves about 2000 patients per year in a beautiful, peaceful clinic setting. We're looking forward to serving you!**

**Here are the answers to the questions most frequently asked by our new and existing patients.**

## **ABOUT NATUROPATHIC MEDICINE**

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### **What is Naturopathic Medicine?**

Naturopathic medicine is a primary health care system that uses natural therapies to support and stimulate the body's innate ability to heal itself. Naturopathic medicine addresses the physical, mental, emotional, environmental and spiritual aspects of health to identify and treat the root causes of disease.

### **What is a Naturopathic Doctor?**

Naturopathic doctors are primary care providers with a minimum of 7 years of post-secondary training in medical and clinical sciences. They treat the physical, mental, emotional, environmental and spiritual aspects of health with natural therapies to support and stimulate the body's innate healing ability.

### **What do Naturopathic Doctors use as forms of treatment?**

Naturopathic doctors integrate a variety of natural healing therapies including: clinical nutrition, botanical medicine, homeopathic medicine, physical medicine and lifestyle counseling including diet therapy. Dr. Gaul uses all of these modalities as appropriate.

### **What is the focus of Naturopathic Medicine?**

The focus of naturopathic medicine is to establish optimal health and disease prevention. It is based on the knowledge that the body has an innate ability to heal itself when the obstacles to cure are removed and the building blocks to health are provided. Naturopathic medicine recognizes the importance of addressing the physical, mental, emotional, environmental and spiritual aspects of a person in order to identify and treat the root causes of disease.

### **What do Naturopathic Doctors treat?**

Naturopathic doctors are primary health care providers. They are trained to treat almost all health concerns from acute to chronic, pediatric to geriatric and physical to psychological.

### **Who do Naturopathic Doctors treat?**

Naturopathic doctors work with three main groups of people:

- 1) Patients that are looking for disease prevention and creation of optimal health.
- 2) Patients with a range of health concerns and no clear diagnosis.
- 3) Patients with chronic and severe illnesses that are looking for additional or alternative solutions to their health problems.

Naturopathic doctors also treat patients that want to maximize the effectiveness but minimize the side-effects of drugs, surgery or other conventional treatments.



## What diagnostic tools do Naturopathic Doctors use?

The foundation of naturopathic medical diagnosis is a comprehensive patient history, physical exam and the review of medications and appropriate lab tests. Naturopathic Doctors are trained in conventional medical diagnosis as well as extended concepts of diagnosis which are more constitutional in nature.

## ABOUT THE CLINIC

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### What does the clinic offer?

Naturopathic Medical Care is primary care. Dr. Gaul serves a client base that is multi-generational, from the newborn babies of new families to the palliative care of elderly grandparents. We see patients for acute care when they get ill with a cold, and support them with protocols when they have serious diseases. Over the last two decades, Dr. Gaul has been the supportive ND to thousands of patients just like you.

### What are the clinic visits like?

Your First Office Visit at Resonance Wellness starts with a *Comprehensive Patient Profile* that you fill out and return ahead of time. At your first visit, which is approximately 75 minutes long, the form outlining your present health concerns and your past medical history will be discussed. Your current medications and supplements will be reviewed. Dr. Gaul reviews as much of the information as possible ahead of time, and the visit serves to further clarify what health issues are creating the most problems for you. Dr. Gaul will then evaluate the need for further information from laboratory testing, consider some in-office testing such as Autonomic Response Testing, do applicable physical exams and prioritize the order with which the concerns you have brought will be addressed.

At the end of the appointment you should have a good idea of what issues are related and how you are going to be able to address symptoms in the short term while you build toward long term resolution and better health. Our plan will outline what is to be done now and what steps we can take over the next 6 months to achieve your treatment goals.

### How often will I follow up?

After an initial visit, 1 to 5 phase plans are recommended, depending on the number, severity and previous duration of the health concerns you have brought to us.

We recommend that you follow up after each Phase of a plan for a specific non-acute complaint in 6-8 weeks. So, if you have a 3 Phase plan (this is the average for an adult), we would expect to see you 3 more times in the next 6 months or so, for a Return Office Call (which is 30 minutes long).

### What do you specialize in?

Dr. Gaul, as a naturopathic doctor, is a super-generalist. She's trained to look at everything going on with you and to see how those symptoms and conditions relate to each other and to the main underlying causes of disease.

The term specialist actually refers to an MD that is focused on looking only at one small area, like a nephrologist that specializes in kidney diseases. Specialists are really there for intense disease management and do not usually relate their area of specialty to the rest of your health.

Naturopathic doctors may have interest areas that they list. Our doctor helps manage and resolve all types of conditions and attend to everything from acute care for kids to palliative care in cancer.



## What is the cost of a naturopathic visit?

The consultation fee for visits can be found on our current Fee Schedule. The fees for an appointment with Dr. Gaul include a comprehensive patient history, physical exam and the review of medications and lab testing you have already performed. Additional lab tests, supplements and further evaluations are billed separately. The cost varies depending on the test or supplement.

## QUESTIONS FOR THE DOCTOR

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### I have some questions for the doctor. Can she call me or email me?

We have several options for seeking advice:

If you have a question regarding a current treatment plan (from the last 8 weeks) that you have received from us, the front desk staff member will either answer the question for you if they know the answer, or take down your question and call you back after relaying the question to Dr. Gaul. The front desk staff receives your emails directly, and will also give the known answers to questions right away and ask the doctor if they don't know the answer.

If answering the question would take considerably more time or more information from the patient in order to answer properly, we offer paid phone consults that are booked into the schedule. This is often a great way to get questions answered directly by the doctor at a mutually agreeable time.

If you have in-depth questions, or if you are experiencing symptoms, it may be better to either come in for an office visit or book a phone consult. This is the most efficient way for Dr. Gaul to directly answer any questions.

You will find our office efficient at returning messages, keeping in mind that we have thousands of patients! We appreciate working with you to find the most efficient communication methods for your needs.

### How do I get advice about acute illness?

We have 2 fifteen minute appointments per day Monday through Friday for acute situations or if we need to take a quick look at your condition. These are available on a first-come, first-served basis. If you are not feeling well, calling us in the morning provides a better chance for you to be seen.

We reserve the right to use these spots at the doctor's discretion. When placing a call regarding an acute illness, provide the front desk staff with as much detail as possible so that we may fit you in according to need.

### Can I page the doctor at any time?

We have an emergency pager service because sometimes talking to Dr. Gaul for 5 minutes saves you from spending 8 hours in the emergency room waiting for evaluation.

The pager is to be used for emergencies outside of office hours by current clients only (having had an office visit in the last 18 months).

An emergency is any acute illness or situation for which you would consider emergency room care.

Fevers, vomiting, pain, injury, children's illnesses -- all of these are considered emergencies.

You will be billed for non-emergent pager calls. We reserve the right to discontinue pager service at any time for individuals repeatedly abusing the privilege.

Dr. Gaul carries her pager at all times, although she is sometimes out of cellular range. On weekends, if in the mountains, the pager is checked when back in range.

### Do we do laboratory testing?

Yes, Dr. Gaul can order both standard bloodwork and specialty testing of various types.



If you don't want to pay for lab work privately, we suggest visiting your family doctor for standard bloodwork. Our office can then request copies of the tests performed.

There are then a number of specialty lab tests that your family doctor doesn't do that we often perform like food intolerance tests, hormone tests and profiles for more specific risks like heart disease. We also do tests to evaluate the risk of certain types of disease that you might have a family history for.

### Do you do allergy testing?

We use blood testing for immunoglobulins to help identify food allergies and food intolerances. The panels that we use allow us to test for many potential triggers at a time. The allergists in town use the same type of test, but they typically do not test more than around 6 antigens at a time at most, while we tend to do 100 at the minimum.

The scratch testing that is done by an allergist is useful for identifying environmental allergies and things to which you may be anaphylactic. We use a blood test instead.

We also test for celiac disease separately. This is a special type of gluten reaction.

Not everyone that has a reaction to a food will actually be allergic. There are many ways that the body can have difficulties with a food exposure. Dr. Gaul will be able to suggest tests that may lead to further insight for you!

## ABOUT INSURANCE

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### Is naturopathic care covered by Alberta Health Care?

At this time Naturopathic Medicine is not covered by Alberta Health Care. Many extended insurance plans will cover at least part of the visit cost, either by percentage or up to a capped limit per year. Insurance companies usually do not cover the costs of supplements, homeopathics, or herbal remedies. Check with the administrator of your benefits plan to check the amount/type of coverage you get.

### Can I put my mom under my name so she gets covered under my insurance?

No. Each patient must have a patient record and that patient must be billed under their own name. Parents are responsible for submitting dependent children under their insurance. To bill under another name is considered insurance fraud.

### Do you direct bill?

Resonance Wellness does not direct bill. Each receipt that you get from us has all the details that your insurer needs to reimburse you.

### Can I claim naturopathic appointments or remedies on income tax?

If you are self-employed, you may utilize a health trust to cover these types of expenses.

If you have a chronic health condition and you spend a great deal on health care over and above what is provided to you through Alberta Health, you may be able to claim medical expenses. Consult a tax accountant for more details pertinent to your situation.

## ABOUT SCHEDULING

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### How can I get in sooner for a visit?

Our appointments are generally first come, first served basis. We do maintain a cancellation list. We also have helpful staff that can make sure that you get an appointment as quickly as possible, especially if you call early in the day for a same day appointment.



### How do I know how much time to book?

A standard return visit is 30 minutes. However, we do use shorter times for quick follow ups and acute illness, and longer times (45-60 minutes) as needed for patients with lots of questions! Our staff can help you determine how much time you need.

### Can I have more information about Neural Therapy?

We'd be happy to send you our detailed patient information about neural therapy and then if you still have some questions we can direct them to Dr. Gaul.

## **INFORMATION ABOUT PRODUCTS/SUPPLEMENTS**

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### Where do I get more information on my remedies?

We have a product information sheet for each product we prescribe.

We also have handouts on categories of remedies, like Emvita remedies, or homeopathics. Ask our assistants for the information that you need!

### How can I find out if you carry a specific product?

Call us at 403-457-0100 and talk to the Clinical Assistant, or search online at [resonanceremedies.com](http://resonanceremedies.com), where you can order for pick up or delivery by Xpresspost.

### What happens if the remedy I am to take has to be ordered for me?

The Store Assistant will be able to estimate how long it will take to procure the remedy(ies) we have chosen for you. Once we receive your remedy, a front desk staff member will call you to arrange for payment and pick-up or delivery. If you like, we will ExpressPost your remedies, especially if you live out of town or cannot leave work in the day.