

# **Dr. Ilene Cristdahl, N.D., L.Ac.**

Naturopathic Doctor and Licensed Acupuncturist

**101 Providence Mine Road, Suite 104, Nevada City, CA 95959**

**Office Phone (530) 470-8707 and Fax (530) 852-4996**

E-mail: [icristdahl@gmail.com](mailto:icristdahl@gmail.com)

## **WHAT TO EXPECT FROM YOUR CONSULTATION**

When you choose to work with me regarding your health concerns, you may experience a different approach than you may have encountered in the past. As a Naturopathic Doctor and Licensed Acupuncturist, I believe health is not the mere absence of disease, but a vibrant state of well-being. I will strive to determine the underlying cause of your illness, which is a more involved process than just treating the symptoms. This may include physical diagnosis and various lab tests that reflect the body's metabolic function, not just a disease state. Since my goal is to treat you as a whole person - a physical, emotional, mental and spiritual being - I design a program to address the aspects needing the most attention. This program will most likely include dietary recommendations, nutritional, herbal or homeopathic supplementation, exercise, stress reduction techniques or other indicated lifestyle changes. My goal is to stimulate your body's innate healing capacity and restore balance before any condition develops into a disease state. Education is an essential aspect of any health care system since educated choices will empower you to participate actively in your healing process. Once you have a better understanding of how the body normally functions, you can become more aware of what is normal for you and recognize when you begin to deviate from it. This process also builds confidence in the understanding that your true source of wisdom and healing comes from within and any health care practitioner is only a guide, educator and support person. If I am not qualified to help you in any area I will discuss other options with you and refer you to someone else if needed. Office visits are billed at \$260.00/hour. Acupuncture visits are typically \$80. The first acupuncture visit is \$120.

### **PHONE CONSULT POLICY:**

A phone consult is NOT a follow-up phone call to report briefly on the status of a current treatment plan or to reorder supplements. A phone consult may consist of a phone call that is initiated by the patient to consult on a new illness or a flare up of a current condition that requires a medical decision and a treatment plan by the doctor. A phone consult may also take the place of an office visit and consist of a new patient intake, reviewing lab tests, consulting about health care options and designing a treatment plan. A phone consult may consist of a person consulting about an issue they are concerned about such as vaccinations, the use of antidepressants, or to get a second opinion. These phone consults need to be treated as a regular office visit and will be charged the same office rate of \$260/hour.

### **EMAIL CONSULT POLICY:**

An email consult is NOT a follow-up email to report briefly on the status of a current treatment plan or to reorder supplements. An email consult may consist of an email that is initiated by the patient to consult on a new illness or a flare up of a current condition that requires a medical decision, research and/or a treatment plan by the doctor. These email consults need to be treated as a regular office visit and will be charged the same office rate of \$260/hour.

**MISSED APPOINTMENT POLICY:**

In the event that you need to reschedule your appointment, please allow at least 24 hours notice in order to avoid being billed for a missed appointment. Otherwise you will be charged a \$25 fee for missed acupuncture appointments and/or a \$50 fee for missed consults. After the 2<sup>nd</sup> missed appointment you will not be able to schedule in advance. It will be necessary to call the day you wish to be seen and, if there are any openings, an appointment will be scheduled for that day.

**PAYMENT POLICY:**

We strive to provide the best service possible and expect payment at the time of the consultation (or receipt of the invoice if it is a phone consultation) unless other arrangements have been made prior to the visit. Accounts are considered past due 30 days from the date of the appointment or billing invoice. If you have established a payment plan, we expect payment by the end of the 30 days and before the next billing cycle. If we have not received a pre-arranged and agreed upon monthly payment by the 5<sup>th</sup> working day of the month we will charge a \$5 billing fee for each month the payment is late. If payment is not received *for three months or is intermittent* the billing fee will be 10% of the amount due. If payment is still not received in a timely manner, the account will be turned over to collections. To keep my prices competitive, I charge a 3% credit card processing charge for those individuals choosing to use a credit or debit card for payment. We accept checks and cash.

**I would like to take this opportunity to thank you for choosing me to help you with your health concerns.**

**DIRECTIONS TO MY OFFICE: 101 Providence Mine Road, Suite 104, Nevada City****From Auburn/Grass Valley/Hwy 20 from the east:**

Go north on Hwy 49 and take the Gold Flat/Ridge Road exit. Turn left on Ridge Road. Take the 2nd right onto Zion St (Seven Hills Business District). Take the 1st left onto Providence Mine Road. Turn left at Providence Mine Road into Providence Park. Once in Providence Park, Building 101 is the building on the left and there is parking directly in front of my office, Suite 104, located in the center of Building 101.

**From Nevada City/Hwy 20 from the north:**

Go south on Hwy 49 and take the Gold Flat/Ridge Road exit. Turn right on Ridge Road. Take the 2nd right onto Zion St (Seven Hills Business District). Take the 1st left onto Providence Mine Road. Turn left at Providence Mine Road into Providence Park. Once in Providence Park, Building 101 is the building on the left and there is parking directly in front of my office, Suite 104, located in the center of Building 101.

**From Downtown Nevada City:**

Take South Pine St. to Sacramento St. to Zion St. From Zion St. take a right onto Providence Mine Road. Turn left at Providence Mine Road into Providence Park. Once in Providence Park, Building 101 is the building on the left and there is parking directly in front of my office, Suite 104, located in the center of Building 101.