



# Initial Assessment Processing Procedures

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## ALLOW 4-6 WEEKS FOR DELIVERY AFTER PAYMENT HAS BEEN RECEIVED

Once you have paid for your Initial Assessment (i.e., lab tests, dietary analysis, etc.), please allow 4-6 weeks to receive your clinical nutrition therapeutic supplement program and/or dietary program. The time is dependent upon the services provided in your Initial Assessment.

### WEB PAGE INSTRUCTIONS

During this six weeks, there are 19 Steps for your Initial Assessment Processing, each numbered from Step 1 to Step 19, which are located on the “New Client Instructions” web page. If a hair and blood sample will be collected for your Initial Assessment, additional instructions are provided on the “**Specimen Collection Info**” web page. Please follow each step in its numerical order. You can speed up the **Initial Assessment Processing** by accomplishing Steps 1-10 before the suggested time frame provided. Additional information these two web pages:

- **NEW CLIENT INSTRUCTIONS –**
  - Regarding documents with the words **Guidelines, Procedures and Policies** in the title, please reading thoroughly or at least scan these documents so that you know the type of information they contain in order to return quickly to the information when you really need the information. All other documents must be read thoroughly as they have actions steps within them.
  - The exception is the Auto-Ship Policies and Auto-Ship Schedule – these must be read thoroughly.
  - Regarding Steps 8-10, instructions for completing them are on the **Specimen Kit Instructions** (Step 4). Tests are not evaluated or released until questionnaires have been received complete and Dr. Smith has analyzed each questionnaire with laboratory tests, nutritional evaluations, and medical reports (when the latter is provided).
- **SPECIMEN COLLECTION INFO** and
  - print its pop-up web pages, titled **ABOUT HAIR SAMPLING and FASTING INSTRUCTIONS**, if you have paid for blood and hair tests.
  - Then, be ready to act upon these instructions when Hair Lab Kit arrives by U.S. mail and/or Blood Lab Requisition arrives by E-mail. Prepare ahead as much as you can.

## SIX WEEKS ALLOWS TIME FOR THE FOLLOWING PROCEDURES

Below is a 6-week Overview of the Initial Assessment Processing Procedures.

### WEEK 1

#### (A.C.N)

- To prepare Blood Chemistry Order and email to the Lab to request the Blood Chemistry Lab Requisition if you have paid for a blood tests.
- Time for the Lab to prepare the Blood Chemistry Lab Requisition so we may email it to client, if applicable. (This can take 2-3 days)
- To Prepare Lab Kits (Saliva, Urine Hair, or Stool) for mailing, whichever applies.



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- To deliver Lab Kits to client by U.S. mail and/or Blood Chemistry Lab Requisition by email. (Allow 3-4 days, depending upon distance from A.C.N. and your residence).
- Due to the number of Lab Kits/Blood Requisitions A.C.N. has to process, the above may require more than one week. However, this is an exception, not the rule.

## (CLIENTS)

- **Steps 1-7:** Clients are starting Steps 1 to 7 on the **New Client Instructions** web page to prepare for receiving Lab Kits and/or Blood Chemistry Lab Requisition, whichever applies.

## WEEK 2

## (CLIENTS)

- **Steps 1-7:** Clients are finishing Steps 1-7 in respect to collecting sample(s) and mailing to their specific Labs and/or have blood drawn.
- **Steps 8-10:** After mailing samples, clients are allowed 10 days to complete Steps 8-10 regarding completing and sending Health and Symptoms History Questionnaires to A.C.N. by fax, email or U.S. mail. (Generally, this takes our clients up to 5-7 days; some, however, some have needed up to two weeks, due to their home/work responsibilities.). Clients may start on Steps 8-10 after completing the “preparation” instructions in Steps 1-7, if Lab Kits/Blood Chemistry Lab Requisition has not yet arrived.
- A.C.N. is awaiting two emails from clients to be notified of date that
  - Lab Kits with samples collected were mailed to their labs and/or blood was drawn.
  - Questionnaires were U.S. mailed or faxed or to receive an email with Questionnaire attachments.

## WEEK 3 to 4

## (LABS)

- Then time is required by our Lab(s) to analyze specimen sample(s) and send A.C.N. the laboratory report(s) (Generally two weeks is sufficient; however, there have been times when this was up to 3 weeks.)

## (CLIENTS)

- **Steps 11-12:** Clients are completing Steps 11-12 in the first week of this 2-week period.
- **Step 13:** Clients are completing Step 13 in the second week of this 2-week period.

## WEEK 5

## (A.C.N.):

- Next is time for Dr. Smith to complete:
  - a clinical nutrition analysis of client’s laboratory report(s),
  - a Dietary Analysis based on the findings from the analysis of lab test results
  - design therapeutic supplement program based on test results and within client’s selected Therapeutic Supplement Financial Plan (Rabbit, Squirrel, Turtle).
  - design Dietary Plan and prepare Eating Guidelines based on test results



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- Keeping in mind that the above is completed in order of which client's Lab Reports and Questionnaires arrived first, unless a client is in most severe pain compared to others.
- Administrative and Purchase Ordering time is required here to order and receive therapeutic supplements from product companies that will be dispensed to the client as their first auto-shipment and will be U.P.S. mailed with their lab reports and dietary plan. (This may take 4-7 days depending upon the company's service and the scheduling of Purchase Orders for ordering all new client therapeutic supplements required at that time.)

### (CLIENTS)

- **Steps 14 - 15:** Clients are completing Step 14-15.

### WEEK 6

#### (A.C.N.):

- Organize client's Clinical Nutrition Report and Personal Education Program (PEP) Binder, adding their nutritional and laboratory reports, dietary plan and supportive educational literature and
- Lastly U.P.S. mail all to the client (allowing 1-4 days, depending upon distance from A.C.N. to client's door.).
- Notify clients by email within 24 hours of mail out date, so they may watch for their U.P.S. package. This email also provides appointment options for client to choose from for scheduling their **Report of Findings (RF) Telephone Consultation** appointment.

### (CLIENTS)

- **Steps 16-17:** Completing Steps 16-17 in the 6<sup>th</sup> week, is highly recommended, if Steps 11 to 15 have been completed by this time.
- **Steps 18-19:** Clients are completing Steps 18-19, according to three time options in the "**Special Instructions for the New Client Instruction Web Page.**" If it appears that Steps 16 -19 will not be completed by Report of Findings, Proactive Option #2 for Steps 18 to 19 is best, i.e., complete before or by first Progress Reporting Consultation. It is more important to have all Steps up to and including Step 17 done by the Report of Findings (RF) Telephone Consultation appointment.

### What Can Speed This Process?

Though we have allowed two weeks, **you may be able to accomplish Steps 1-10 efficiently and accurately in less time.**

- Steps 1-7 which begins once you have paid for your Initial Assessment and received our client passcodes and ends after receiving your Lab Kits/Blood Chemistry Lab Requisition, and
- Steps 8-10, we have allowed for 10 days, after samples have been mailed to their Labs and/or Blood Drawn,
- **Please note: though some clients require more than one week to complete their samples, either because of other responsibilities at home or work, or because specimen requires more samples than what can be collected in a week.**

### What Can Delay or Extend This Process?

- Not **carefully reading and following-through in a timely manner** regarding Steps 1-19, especially Steps 1-10.
- Emailing, instead of calling to clarify any of the instructions regarding your Initial Assessment.



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- Not checking each box on the **Specimen Kit Instructions and Check Lists**. Clients who have overlooked this, have caused delays due samples being spoiled and/or arriving too late to the Lab or by missing to check off each box, a step was missed .
  - Note: There is a SPECIMEN RE-COLLECTION FEE: \$35 (per kit) to cover cost of kit and postage to send a replacement kit for specimen re-collection.
- Not emailing dates that Lab Kits were mailed to their Labs and blood was drawn. Without these dates, our staff is not able to estimate when they will receive their Lab Reports and have the opportunity to check up on the Labs processing of samples in a timely manner.
- **Note: If you are unable, due to unexpected events in your schedule, to prepare, collect and mail samples to our Lab(s) and/or have your blood drawn within one week after receiving Lab Kits and/or Blood Chemistry Lab Requestion, please email Dr. Smith so that we can adjust our time schedule regarding when to expect Lab Reports.**

### OUR ADMINISTRATIVE/OPERATIONAL SYSTEM

From clinical experience successfully assisting clients in improving and maintaining their health, since 1981 when she first started her business, Dr. Smith has developed a system for timely and efficient administration and operation for business, educational and therapeutic services, so once your Initial Assessment processing has been completed, all future services are processed in the month before you need them, so we may assure that your cellular and tissue “healing momentum” successfully progresses, uninterrupted, until optimal health (healing) is attained. Therefore, it is only the time required for your intial assessment where you have this “waiting” period. For example, when updating Lab Reports for Re-Assessments, Lab kits are mailed to you 2-4 weeks prior to the date for taking your sample and monthly auto-shipment of therapeutic supplements assure receipt of your auto-shipment before you run out of your on-hand supplements.

### SAVE MONEY IN CONSULTATION FEES

Your “Educate Don’t Wait” Program helps you establish a foundation of knowledge in dietetics, clinical nutrition and naturopathic education and therapies. This will also save you time, money and energy in future consultations and when making decisions that affect your short- and long-term health. Information on this program is included on the **New Client Instructions** web page and is Step 17 one of the 19 steps.

### CONCLUSION

Again, to prevent delays in processing your initial Assessment, please be sure to call (not email) questions about completing your questionnaires, collecting your specimen samples or mailing them to our Labs.



Once you have started your therapeutic program, we prefer that you email all your questions, unless you have an emergency or you need to reschedule a pre-scheduled appointment.

Again, **Welcome to Advanced Clinical Nutrition! We are delighted to serve you!**

*Matt G Smith*

**ADMINISTRATIVE ASSISTANT**



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## **WEBSITE LINKS FOR EDUCATE DON'T WAIT PROGRAM**

**[AdvancedClinicalNutrition.com](http://AdvancedClinicalNutrition.com)** (A.C.N.)

[DrDonnaSmith.Blogspot.com](http://DrDonnaSmith.Blogspot.com) "Ask Dr. Donna" Blog

[YouTube.com/DrDonnaFSmith](http://YouTube.com/DrDonnaFSmith) Dr. Smith's Secrets To Healing TV Shows

[SelfGrowth.com/Experts/Donna\\_F\\_Smith\\_PhD\\_ND\\_CCN.html](http://SelfGrowth.com/Experts/Donna_F_Smith_PhD_ND_CCN.html)

[Twitter.com/DrDonnaSmith](http://Twitter.com/DrDonnaSmith)

[Facebook.com/DonnaFSmithPhD](http://Facebook.com/DonnaFSmithPhD)

[MarketAmerica.com/DrDonnaSmith](http://MarketAmerica.com/DrDonnaSmith)