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Free and Fee-Based Consultation Policies (3 of 3)

Table of Contents

PURPOSE AND HOW TO READ THIS POLICY DOCUMENT	3
Prerequisite Reading.....	3
Questions	3
Guidelines, Procedures and Policies Defined	3
Client-Dependent Policies	4
All Policies Are Upheld.....	4
TELEPHONE APPOINTMENT SCHEDULING GUIDELINES	4
Fee for Email and Telephone Consultations	4
Appointment Scheduling.....	4
SHORT- AND LONG-TERM CARE	5
Short-Term Care	6
Long-Term Care.....	6
Wellness Care	7
PROGRAM OF CARE (POC)	7
Interim Program of Care (POC) Changes.....	8
Program of Care Form	8
FREE CONSULTATIONS	9
Client Inquiry Consultations	9
Program of Care Clarifications.....	10
Administrative Consultations.....	10
Referrals.....	11
Client-Initiated Referrals	11
Referral-Initiated Referrals	11
Effective Referral Guidelines	11
FEE-BASED CONSULTATIONS	13
Fee-Based Consultations Defined	13



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

Types Of Fee-Based Consultations	14
Report of Findings	14
Progress Reporting.....	14
Nutritional Assessment	15
Dietary Analysis and Consultations –	15
Personal (Lifestyle) Education Program (PEP)	16
Nutritional Emergencies (Client-Initiated Consultations)	17
DOCTOR-INITIATED NEW CLIENT CONSULTATIONS	19
New Client Orientation Telephone Consultations.....	19
Health Chest Telephone Consultation – 90 minutes	20
Dietary Telephone Consultations – 4 Hours.....	21
Lifestyle Consultations for New Clients – 90 minutes	22
New Client Consultations Saves Time and Money	23
Development of New Client Orientation Consultations	24
DOCTOR–INITIATED THERAPEUTIC CONSULTATIONS	25
Progress Reporting Consultations (30-Minutes).....	25
Frequency and Duration	25
Report of Findings Consultations	27
Frequency and Duration	27
CONSULTATION TIME & MONEY SAVER TIPS	28
To Reduce Time At Each Consultation	28
To Reduce Number of Consultations	29
Healing Success	30
Conclusion	30



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

PURPOSE AND HOW TO READ THIS POLICY DOCUMENT

This is the third and last PDF Document regarding Email and Telephone Consultations. Due to the length of this document, and we know you have a busy schedule, we recommend that you read this in sections, reading the parts that relate to Telephone Consultations before your next telephone call or consultation and the parts that relate to Email Consultations before your first or next email to us.

This PDF Document provides the definitions of **Short- and Long-Term Naturopathic and Clinical Nutrition Care** and the various types of **Free and Fee-Based Telephone and Email Consultations**.

You may also browse this document to familiarize yourself with the topics and read the sections that apply to your next contact with our office and purpose of contact. Like for example, if your next consultation is your first Dietary Consultation, read all the sections about the Dietary, Lifestyle and PEP Consultations.

Prerequisite Reading

If you have not read the **Telephone Consultation Guidelines (1 of 3)** or **Email Consultation Guidelines (2 of 3)**, which applies to both Free and/or Fee-Based

Questions

You may call and schedule a Free Administrative Consultation to obtain answers or clarification regarding any questions you have regarding the contents of the Email and Telephone Consultations (1, 2 and 3 of 3) may be answered at your next Telephone Consultation, at no charge, except time-sensitive questions or need for assistance, such as those related to:

1. taking supplements as directed,
2. rescheduling a pre-scheduled appointment or
3. a Nutritional Emergency.

Telephone and/or Email Correspondence, respectively, please read them before this document.

Guidelines, Procedures and Policies Defined

Please Note: The foundation of all businesses are their policies, which are like the do's and don'ts of a business, so they may provide their services and products, legally, safely, timely



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Free and Fee-Based Consultation Policies (3 of 3)

and efficiently. Procedures are the order in which the do's are performed, which may also include prioritizing the order. Though we may periodically use the term "Guidelines," Guidelines are also policies. Guidelines may be used when there is a series of policies related to a particular topic. Therefore, all three terms are policies.

Client-Dependent Policies

A number of services are also client-dependent in order to accomplish this goal. Therefore providing our clients with written policies allows the client to be informed of what and when we need something from them and they can refer to them at any time in the future to refresh their memory on policies that are more pertinent to them at that time, than when first reading through these policies. Additionally, they communicate what/when our clients can expect specific services from us. Working together to follow these and all policies listed on our "Policies and Procedures" web page allows us to provide our services in a timely and efficient manner.

All Policies Are Upheld

Policies must be adhered to in order to maintain active client status and are upheld even if a client has not taken time to read them.

TELEPHONE APPOINTMENT SCHEDULING GUIDELINES

Fee for Email and Telephone Consultations

The current fee of Email and Telephone Consultations has been communicated to clients verbally at their Inquiry Telephone Consultation with Dr. Smith and is provided on each invoice. Changes in our fees are communicated through Client Announcement Emails. It is important that each client read Client Announcements as they contain other changes related to updating policies, media alerts and other important information about our clinical nutrition services.

Appointment Scheduling

After reading this document, you will be able to communicate the type of consultation you want when contacting our office to schedule an appointment. Providing this information at the time of scheduling will help us prioritize all requests for appointments and how much time to schedule to assist you and/or answer your questions to your satisfaction.



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

Please note:

- Whenever you call our office to talk to Dr. Smith for any reason, a telephone consultation will be scheduled for her next available opening, whether the purpose of the consultation is free or fee-based.
- Talking to Dr. Smith without scheduling a consultation appointment is not possible for non-emergency purposes, because it would cause a delay in being on time for pre-scheduled consultation appointments.
- However, if you have an Emergency, we will shift her schedule to help you as quickly as possible.
- Therefore, we ask all pre-scheduled appointment clients in advance for their patience and understanding in the event Dr. Smith is unable to be exactly on time for their appointment. Knowing that if they were the one calling in with an Emergency, others would be extending this same patience and understanding for them.

TELEPHONE AND EMAIL CONSULTATIONS GUIDELINES AND POLICIES

These guidelines and policies were established to assist Dr. Smith:

- in helping each client as quickly and efficiently as possible,
- be on-time for all appointments and
- communicate the various types of free and fee-based email and telephone consultations and their purpose, for both short-term and long-term for short- and long-term clinical nutrition and naturopathic therapeutic care

Therefore, we appreciate your reviewing these guidelines and policies so you may help us accomplish this goal and serve you and other clients in a timely and efficient manner. Thank you!!

SHORT- AND LONG-TERM CARE

Dr. Smith's clientele includes short-term and long-term Clinical Nutrition and Naturopathic Care. Some clients may contact Dr. Smith for short-term care, only in an emergency, or when they need help with one or more health challenges. Other clients contact Dr. Smith for long-term care to improve their over-all health, reverse disease processes or for wellness purposes, either because they have multiple symptoms, been diagnosed with one or more disease or simply want to address clinical and sub-clinical deficiencies to prevent disease, whichever applies to their health standards or goals.

Some clientele may simply contact Dr. Smith to schedule a periodic Telephone Consultation to have a single or few questions answered as they arise. Others may contact for our Maintenance Supplement Program.



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

Short-Term Care

Short-Term Care may be for an acute, emergency, one-time healing program that requires only a few days, weeks or four months to heal. Four months? Parasite-related health challenges require four months, minimum.

1. These may be first time clients, returning clients with a current short-term health challenge or current clients who have an Emergency that arises during their long-term care program. See Emergency Consultations below.
2. This also includes clients on a **Maintenance Supplement Program**, who prefers our whole food multiple vitamins/minerals to over-the-counter, isolated or synthetic vitamins/minerals.
 - a. Maintenance Supplement Programs do not require testing or evaluations.
 - b. Family members of our clients utilize our Maintenance Supplement Program because they learn from our clients the importance of whole, food supplements, and avoiding synthetic and isolated vitamin and mineral supplements.

Short-Term Care is also provided for clients who may have several major health challenges that they want to improve, but they are not currently ready to or interested in improving their over-all health. In other words, they are interested in improving areas of the body that are producing the most severe symptoms, however, areas that are experiencing nutrient deficiencies, biochemical imbalances and/or organ/gland dysfunctions, according to test results, but are not yet producing symptoms are not of priority to them at this time. Assisting clients in more than one or more major health challenges may require a minimum of four months, even a year or so, depending upon the severity of the health challenge, for optimal healing. Though all clients experience improvement in their symptoms as early as 3-6 weeks.

Dr. Smith's goal is to be their life-long doctor to help her clients with both short-term and long-term care, depending upon their health goals, needs and personal standard of health.

Long-Term Care

Long-Term Care is provided for clients who are interested in attaining over-all optimal health. In other words, improving all nutrient deficiencies, biochemical imbalances and/or organ/gland and body system dysfunctions, and reversing disease patterns as indicated on their test results, so they may truly become over-all mind and body health, to the best of their ability, depending upon their body's ability to heal and restore its health at the time they first started their clinical nutrition and naturopathic therapy.



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

For example, the longer one waits to be tested for and correct their deficiencies, imbalances, and dysfunctions may result in some areas of the body having on the capacity of healing 30%, 50%, or up to 90% vs. 100%.

Long-Term Care also includes being coached in how to sustain their optimal health attained, maintain health and prevent future disease.

Long-Term Care are clients who are committed to Wellness, though they have not started with a well mind and/or body.

Wellness Care

Short-Term and Long-Term Care also includes Wellness Clients. These are clients who are:

1. **Healthy** – i.e., their test results are in homeostasis and they want to learn how to stay healthy so they may truly prevent illness and diseases. These clients require only short-term wellness education on health maintenance and how to develop a principle-centered, healthy lifestyle.
2. **Sub-Clinical Health State** – these are clients who have test results that are not “clinically” deficient, imbalanced or dysfunctional, but “sub-clinical.” Think of clinical as “major” and sub-clinical as “minor.” These clients may or may not be experiencing symptoms and if they are, they are generally minor annoyances, verse interfering with their ability to meet their home and work responsibilities or disabling. Short-term care for a few months or long-term care for a year, more or less, may be required to bring their biochemistry into homeostasis (health) This also includes clients who are interested in learning how to maintain homeostasis and prevent disease.

PROGRAM OF CARE (POC)

Our nutritional prescription form for name of supplement, dosage, frequency and special therapeutic supplement program implementaton instructions are typed on the “Therapeutic Supplement Program of Care (POC)” form, which we refer to as the “Program of Care” or “POC.”

A Program of Care form is issued to Clients when their therapeutic supplement program is:

- initially-designed based on their first Lab test results and nutritional evaluation reports.
- updated/revised based upon retesting their biochemistry and/or a nutritional evaluation (report) .



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

Interim Program of Care (POC) Changes

Should anything occur in between retesting and re-evaluation dates that necessitates a change, such as a Nutritional Emergency (refer to 16 for examples), changes in current Program of Care (POC) regarding any new or current supplement dosage, frequency and special instructions will be provided on the **Invoice** that is generated for payment of new supplement(s) and/or Fee for Designing a New or Revising A Current Program of Care.

Interim changes will be either:

- added to a new Program of Care form to maintain formal historical records, when issuing the next retesting or reevaluation new Program of Care or
- when time permits, a new Program of Care form will be created for the interim changes and emailed to the client as soon as possible after being invoiced for interim program changes.
- **Therefore, please read all invoices carefully for any interim program changes, when applicable.**

Program of Care Form

You will notice that the format of the POC form is designed to provide:

- the supplement name, bottle count, dosage, date recommended, date the area of the body, deficiency or biochemical imbalance was first supported nutritionally, purpose for the supplement and special program instructions.
- the date the program was designed.
- the POC number (ex: POC #67941). The first four numbers are the client's chart number and any number that follows, is the consecutive POC number. So 6794 would be the chart number and 1 represents the first POC form designed. POC# 679412 represents the 12th program designed for the client in order to meet the internal biochemical changes as the body improves and the tests indicate what is to be supported next.
 - Note: We use the term "support" rather than treatment. To support is to give active help, to supply what is needed and to treat is defined as "to apply medical techniques." We prefer the former.
- **Specimen Collection (Last) – Next:** Retesting dates are included in this section of the POC. (Last) indicates month/year of previous tests, followed by a hyphen (--) and then the date/month of the next test or evaluation. Below are abbreviations for the most



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

frequent, listed with the type of specimen first, followed by the abbreviation and what the abbreviation represents.

- Blood - NBCA (Nutritional Blood Chemistry Analysis)
- HAC (Health Appraisal Comprehensive Summary Bargraph Report)
- Hair - HTMA or TMA (Hair Tissue Mineral Analysis).
- Saliva – ASI (Adrenocortex Stress Index)
- Saliva – FHP (Female Hormone [Menstruating] Profile, also called Rhythm.
- Saliva – FMH (Female Menopause Hormone), formerly PHP1
- Saliva – FMP (Female Menopause and Adrenal Hormones)
- Saliva – MHP (Male Hormone Profile)
- Urine – BRA Bone Resorption Assessment), formerly DpD, or UA (Urine Analysis)
- BCA [Using a Bio-Electrical Impedance Analyzer, we provide a Body Composition Analysis (BCA) at our On-site Clinics, like the annual Christmas Magic in November. Dr. Smith recommends that each Local clients obtain this test at least once a year to test all cells and tissues. More information on '**About Onsite Testing**' sub-webpage under Seminar Announcements web page.

FREE CONSULTATIONS

Free Consultations include:

Client Inquiry Consultations

Clients may schedule a consultation with Dr. Smith to inquire whether she can help the client with a health challenge, such as a new symptom or health challenge, home or office emergency, unexpected or sudden reoccurrence of an old symptom or health challenge, etc. If Dr. Smith is unable to help the client, the client will not be charged or if the consultation is 10 minutes or less.

1. However, if Dr. Smith can help the client with this health challenge, the client will be charged for the consultation when professional advice and education is provided, whether the client chooses to take Dr. Smith's advice, or not.
2. Client will also be charged for each minute that exceeds 10 minutes, even if Dr. Smith cannot help the client. 10 minutes is a reasonable amount of time to state the details of any health challenge and for Dr. Smith to assess whether the client can be helped through clinical nutrition.
3. Note: Client will also be charged for time to design a new or update their current program of care to include support for this new or recurrent health challenge, unless the consultation



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

leads to Testing or an Evaluation, where the design or update of the Program of Care is included in the Analysis/Evaluation Fee.

4. Note: To date, Dr. Smith has successfully helped clients and inquiries with their health challenges, no matter what they are. Because Clinical Nutrition is fundamental to healing, it would be very rare to find any health challenge that would not benefit from our services.

Program of Care Clarifications

A Free 10-minutes or less Consultation is provided for clients to clarify new supplement or a new or revised program dosage or frequency implementation, when clients contact Dr. Smith within four days after:

1. a fee-based Report of Findings or Progress Reporting consultation where instructions on a **new supplement** or **new or revised program of care** is provided, or
2. receiving their written dosage instructions provided on a new or updated **Program of Care (POC)** form **or Invoice** when no appointment was required for verbal implementation.
3. Note: Clients are charged when time is over 10 minutes.

Administrative Consultations

No Telephone Consultation appointment is required when Dr. Smith's Assistant(s) are able to answer administrative questions, such as those listed below. However, an appointment is required for Dr. Smith to answer these questions. When possible, answering by email is preferred. However, if the answer would lead to more questions or require a time-sensitive decision from the client, a telephone consultation will be scheduled with Dr. Smith.

Examples of Administrative Consultations topics are as follows, to name a few:

- Invoicing
- card payment
- policy, procedure or guideline clarification, i.e., to clarify any written policy or answer any question not already answered in the PDF Documents on the **Policies and Procedures** web page on our web site.



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

- Note: Changes regarding Auto-Shipment that includes adding or deleting a supplement on the client's Program of Care is not Administrative, but requires a therapeutic fee-based consultations as this affects the clients over-all healing progress.
- Retesting – when the month/date for the next retesting appears in the **Specimen Collection** section of the **Program of Care**, a telephone consultation will be scheduled for Dr. Smith to set-up retesting.
 - Note: If this consultation includes providing therapeutic advice or recommendations or turns into a Nutritional Assessment or Progress Reporting consultation, a fee will be charged..

Clients are asked to review all PDF documents on the "Policies and Procedures" web page before contacting A.C.N. with administrative business questions and if the answer to their question has been provided in these documents, client may be referred back to these specific document(s) to find answers to help clients in policy orientation.

Referrals

Dr. Smith provides a **Free Inquiry Consultation** for clients to discuss how she can help their family members and friends. This also includes their referrals, when family and friends contact Dr. Smith directly after being recommended by our clients.

There are two types of referrals – Client-Initiated and Referral-Initiated.

Client-Initiated Referrals

As clients improve their health through our services, it is a natural response to want to share this good news with others so they too can improve their health.

Referral-Initiated Referrals

Also, when family and friends start to notice our clients' health improvement, they will ask our clients what they are doing and thus ask for a referral.

Effective Referral Guidelines

Clients generally ask Dr. Smith about whether she can help someone with a particular health challenge before talking to that person. So far the answer to each client's question has been "Yes" – because clinical nutrition therapy is foundational to the healing of everything in the mind and body. Before speaking to a referral about contacting Dr. Smith, it is very important to read **"Effective Referral Guidelines."**



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

Dr. Smith was prompted to write the “Effective Referral Guidelines” due to client feedback in the early days after starting her business in 1981, when clients reported challenges, such as:

1. Receiving unexpected, even adverse, reactions from their referrals, when our clients approach them with enthusiasm and good intentions.
2. Disappointment when they compared the number of people they referred to the number that actually followed through and contacted Dr. Smith.

Obviously, if friends and family members had the experience of health improvement that our clients have, they would run, not walk, to the nearest phone and call us.

Clinical Nutrition Therapy was established in the mid-1980's as a solution to the increasing nutrient-related symptoms, illnesses and diseases, caused by the decline in the nutrient value of foods and chemical toxicity, which originated with packaged and processed foods during the Industrial Revolution of the 20th Century and introduction of pharmaceutical drugs.

Though public awareness of the foundational healing benefits of clinical nutrition is growing, it still takes around 30-40 years for the public (which means every person alive today) to learn about, accept and regularly use a new health care system, thus running to the phone to call us based on a client's referral is not yet frequently the case.

The psychological term is the ego (conscious mind). When the conscious mind of an individual gets in a routine, such as going to their physician for pain killing drugs, even if they only bring temporary relief from pain verses getting to the cause of the pain and healing the body, the idea of changing to a different health care system, may be too uncomfortable than living with their pain. To make this change requires moving out of their comfort zone, a contemporary psychology term.

It is disheartening to clients to “attempt” to refer someone they love and care about, someone they want to be healthy so the person has the greatest opportunity of living a long, healthy life with the client, only to find the person closed to the idea of change, i.e., trying a new-to-them health care system, which may also include getting upset with the client for approaching them.

Therefore, Dr. Smith has provided the “Effective Referral Guidelines” in order to share information from client referral feedback that has been most effective in helping others do what they really want, and that is to get at the causes of their health challenges and correct them with a health care system that is safe and really works!! And Clinical Nutrition and Naturopathic Therapy is Safe and It Works!! These guidelines also assist our clients in what to do when they think they may encounter resistance to the idea of change.



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

Therefore, please refer to the PDF document on the “**Policies and Procedures**” web page, titled, “**Effective Referral Guidelines**” before referring a client.

Thank you in advance for your good intentions to refer and for following the guidelines above, whether you are ultimately successful or simply planting a seed to cultivate over time. Therefore, we appreciate your time preparing to refer, your time actively referring, and for those who contact us because of your referral.

FEE-BASED CONSULTATIONS

There are **Doctor-Initiated Fee-Based Consultations** and **Client-Initiated Fee-Based Consultations**. The different types of Doctor-Initiated Fee-Based Consultations are outlined below. Clients may initiate a telephone or email consultation at any time and for any purpose.

Fee-Based Consultations Defined

Clients are charged a fee for professional clinical nutrition and naturopathic therapy, therapeutic and dietary programs and educational services, such as:

1. Clinical Nutrition Analysis i.e., Test Results, Nutritional Evaluations, etc.
2. Design of Therapeutic Supplement Programs and clinically-formulated supplement dispensary,
3. Diet Therapy (Dietary Analysis, Dietary Plans and Education),
4. Personal (Lifestyle) Education Program (PEP), this is our term for short- and long-term care and lifestyle and dietary education to enhance or build upon the knowledge obtain through New Client Orientation Dietary Consultations. Therefore, a fee is charged to:
 - a. Professionally coach, assist, advise, or educate in the principles of dietetics, lifestyle or nutritional biochemistry, biology, etc., for the purpose of improving and maintaining health.
 - b. Short-term care includes a one-time recommendation, advice or program for an acute health challenge, such as a cold, flu, injury, first-aid or any sudden illness or health challenge. Refer to Emergency Consultations below.



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

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5. Therapeutic Consultations to provide professional advice regarding therapeutic supplement and dietary program implementation.

Types Of Fee-Based Consultations

When professional services listed above are provided, they are categorized into the following types of fee-based consultations.

Report of Findings

The Report of Findings Consultation is scheduled to discuss results of initial or updated tests and evaluation reports and how to implement their therapeutic supplement program of care. A Program of Care (POC) is our term for a nutritional supplement prescription. This is the first and most important of all client consultations as this is sharing the map (testing and evaluation results) and the vehicle (supplements/diet/lifestyle) required to reach the destination of optimal health.

Progress Reporting

This consultation is provided to:

1. update symptom history,
2. assess and monitor program progress to assure client's continued healing success for short-term or long-term care program.
3. assist client in overcoming obstacles that may attempt to delay, interrupt or stop their healing process and progress, such as how to implement their program into an already busy lifestyle,
4. adjust program so clients can continue in their program when unexpected events occur, whether it is a sudden illness (cold, flu), injury, drug side effect, or financial challenge.
5. coach and adjust program instructions to assist the clients in pacing themselves,
6. provide mental and emotional support, and coaching in the mind/body healing connection (i.e., how the brain and body work together to heal and repair, which includes assisting clients in becoming aware of and correcting erroneous beliefs and replacing them with



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

scientific and factual education in the principles of health (biochemistry, etc.) to prevent the client from sabotaging their program and thus, their own healing success.

7. This is the second most important client consultation because this is the vehicle that will transport the client on the road to their healing destination.

Nutritional Assessment

A Nutritional Assessment fee is charged for the time it requires Dr. Smith to design a new or update the current Program of Care, when applicable, should an interium (between testing) assessment and adjustment to the client's current program is evident from the Progress Reporting Consultation or Client-Initated Consultations (ex. Nutritional emergencies, etc.).

On this Invoice, this is described as a "POC Update" and the fee includes both the Nutritional Assessment and the newly designed or revised (i.e., updating current) Program of Care, followed by a new Program of Care form, if not included with the Invoice for assessment and/or supplements, when applicable.

A Nutritional Assessment is indicated for:

1. Timely adjustments in the current program of care to meet the various biochemical and biological changes at a cellular and tissue level to assure continued healing success.
2. Nutritional Emergencies (unexpected new symptoms related to germ exposure, injury, etc.
3. Assist the body when going through cleansing signs/symptoms of detoxification or a healing crisis (refer to your Client Handbook for more information and definitions).
4. The fee for this is the same as a consultation fee, with the following two exceptions.
 - a) When program of care updates are based upon recent testing, the fee is included in the Testing Analysis Fee.
 - b) The Health Appraisal Comprehensive (HAC) Report has its own fee for this service. However, when the HAC is provided with testing, this fee is included in the Testing Analysis Fee.

Dietary Analysis and Consultations

Dietary Consultations are provided to:



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

1. discuss results of a Dietary Analysis,
2. share information on implementing Eating Guidelines/Dietary Plan.
3. assist client in making permanent dietary changes.
4. The goal is to assist each client in developing a principle-centered, healthy dietary lifestyle. Principle-centered means developing dietary lifestyle practices and habits based on the principles of nutritional biochemistry, biology, psychology (how a healthy mind works), etc.
5. Without Dietary Analysis and Consultations...
 - a) dietary practices create dietary deficiencies,
 - b) which then lead to vitamin, mineral and other nutrient deficiencies,
 - c) which in time cause adverse values in their biochemical testing and
 - d) leads to organ, gland dysfunction,
 - e) then disease.
 - f) This then results in more testing and supplementation in the future to correct the adverse dietary affects.
6. Whereas with a Dietary Analysis and Dietary Consultations, clients will:
 - a) prevent the above or significantly minimize it, depending upon personal commitment to their Dietary Plans and Diet Education provided through Consultations.
 - b) assist their body in sustaining healing attained through therapeutic supplementation.

Personal (Lifestyle) Education Program (PEP)

A personalized (individualized) therapeutic supplement and dietary programs is provided to each client based on their test results, which means their programs only help their mind and body heal, and if someone else were to adhere to their programs exactly as they do, only they would get the results fully intended by the programs designed. Just as their therapy is personalized, so is their Dietary and Lifestyle Educational Program. Therefore, each client's Personal Education Program is provided to:

1. coach client's in their personalized lifestyle education program so they can make permanent, healthy principle-centered lifestyle changes. (See principle-centered definition above).



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

2. Lifestyle principles include the above principles, in addition to, the principles of physics, such as quantum physics and electro-magnetic fields, ecology, and environmental health.
3. Clients will be coached on how to reduce and/or eliminate exposures to environmental pollution from air, food, water and electro-magnetic stress. Also, refer to Dr. Smith's FREE article **titled, "Electro-Magnetic Field (EMF) Protectors"**
4. PEP Consultations provide education on what adversely affects the bioelectrical system (energy, nerves) of the body and how to correct them.
5. PEP Consultations include anything and everything that the client is doing or not doing, exposed to or not exposed to, using or not using, thinking or not thinking, whatever, that can adversely affect their health and/or cause illness and disease.

Nutritional Emergencies (Client-Initiated Consultations)

These are Client-Initiated Telephone Consultations that are scheduled, immediately, at the moment the client calls when in pain or discomfort, or as soon as possible the same day, in the event of an emergency.

Examples of Emergencies are clients who:

1. **suddenly find themselves ill for any reason**, such as cold, flu, Sinus/Head/Chest Congestion, Coughing, Sneezing, Excess Mucus Flow (such as Runny Nose or Nasal Dripping), sore/scratchy/itchy throat, hoarseness, nausea, upset stomach, achy all over, fever, chills, food poisoning, headache, migraines, constipated, diarrhea-like/runny stools, hemorrhoids, gassy, bloated, acid reflux, Gerd, indigestion, heartburn, muscle or joint pain, cramping (menstrual or muscle), restless legs, stiff neck, swelling, toothache, abscess tooth, earaches, colic, boils, diabetic sores, pus pockets, etc. **Yes, Dr. Smith can coach you on how to bring down a high temperature within seconds/minutes without drugs, and instead using an external remedy that costs less than \$1.00.**
2. **require first-aid** for speedy recovery from a bee sting, spider or other insect bite(s), injury from stepping on a rusty nail or a cut from touching any rusty object, poison oak/ivy, itching, scalds, headache, motion sickness, cuts/wounds, hang-over, allergies (food and environmental), sinus, stuffy nose, burns, sunburns, scalds, cuts/wounds, fever blisters, heel spurs, bleeding, blood poisoning, drug side effects, even stopping a heart attack while waiting for emergency medical assistance. This, also, includes the internal healing and



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

external removal of Moles, Skin Tags and Warts. **Yes, Dr. Smith can coach you on safe, effective, non-drug tetanus first aide.**

3. **are accidentally injured**, such as a sprain or just returned from the hospital after having a broken bone casted and require a therapeutic musculo-skeletal supplement program to assist in a faster and more complete recovery. Specific nutrients are required to assist in these injuries to assist the body in complete recovery. How many of you have known someone, maybe even yourself, who had an injury that never completely healed? This is why. Most people think their body has sufficient nutrients for daily activity AND to heal and completely recover from sprains, breaks and other injuries, which includes surgical procedures – which are a purposeful cut into the skin, that traumatizes the tissue and forms internal and external scarring.
4. **experience work-related injury**, from broken bones, as explained above, to fatigue, headaches, migraines, skin rashes, difficulty breathing, lung congestions, etc., from ongoing exposures to glass fibers, dust, smoke, metals, chemicals, such as factory workers, bug exterminators, metal workers, housekeepers, auto mechanics, etc.
5. **scars and stretch marks** - Improving and preventing **skin scarring** from injury or surgery and/or **stretch marks** from pregnancy and recent weight loss. Internal and external scars (including stretch marks) block the flow of blood, nutrients, and lymph fluid and results in creating health challenges in other areas of the mind and body. For example, an episotomy, hysterectomy or C-Section scar can block the flow to the thyroid and several years after the surgery, cause a hypo- or hyper-thyroid condition and its true cause is often overlooked. Refer to the pop up web page linked to the “Articles by Dr. Smith” web page in our web site Table of Contents for Dr. Smith’s, titled, “**Scars, Tatoos, Piercings, Vaccination Puncture Sites and other Interference (To Healing) Fields**” for more information on scars and other blockages.
6. **post-surgical non-drug pain relief** and faster, more complete recovery no matter what type of surgery. Review again the information above on a faster, complete recovery related to injuries, the same principle applies to surgical recovery.
7. **New, Recurrent or intensification of current symptoms** – as the body heals, a client may need assistance when the body is experiencing the symptoms of deep cellular or tissue detoxification. This healing process can cause symptoms experiences months, years, even decades earlier to resurface, current symptoms may become more intense or new symptoms can surface. When symptoms occur, the body is asking for help in its detoxification process. Clients may or may not experience symptoms of detoxification and cleansing. However, for those who do, Dr. Smith provides the therapeutic nutritional support the body needs and within a few days, generally, a short-term healing crisis is over.



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

More information on this is provided in your Client Handbook. We recommend that each new client purchase their copy of the Client Handbook by the time they have been on their therapeutic supplement program for at least 6-8 weeks, or any time sooner.

DOCTOR-INITIATED NEW CLIENT CONSULTATIONS

There are specific telephone consultations that Dr. Smith will schedule (i.e., initiate) for each new client to assure precise implementation of their clinical nutrition therapeutic supplement and dietary programs until the client is self-reliant and succeeding in their healing process, in addition to Dietary and Lifestyle Education personalized to each client so they may understand and respond accordingly to what is:

1. required to assist their body in healing itself.
2. Interfering with their body's ability to heal itself.

Dr. Smith's goal in is to assist her clients in becoming self-sufficient as quickly as possible, so she has developed sequential and systematic new client consultations, so in addition to healing, each client is coached on how the body heals and repairs itself so they can sustain their healing and be proactively prepared to "respond," not react, to anything, come what may because even clients with the highest of health standards are subject to events outside their control.

Consultations are developed to bring each client to the place where our services will be limited to testing and therapeutic supplement program design and dispensary, when needed. In other words, limited to services that require an Professional Academic Degree to provide them because in all else they have been sufficiently trained to be independent, self-reliant and self-sufficient.

Most health care systems are design to keep their patients/clients "dependent" as this guarantees "repeat business." Dr. Smith would rather be like a teacher, who graduates her students so she can be free to train the next group of students.

Therefore, the sequential and systematic new client weekly consultations are termed as "New Client Orientation Consultations."

New Client Orientation Telephone Consultations

The following **New Client Orientation Consultations** are one-time consultations. Whether they are truly a one-time consultation for a specific purpose or a one-time series of



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

consultations to build a foundation of knowledge and practical application, they are considered one-time consultations because once completed, they are not scheduled again.

New Client Orientation Consultations saves and pays clients over and over for the rest of their life. The fee for these one-time consultations cannot be compared to the benefits to each client in relationship to improving and maintaining their health for the rest of their lives and the principles learned that apply to all human bodies can be shared with their family members, which increases their value above and beyond their financial investment in these one-time consultations.

1. The title and overview of each New Client Orientation Consultation is provided below.
2. All new clients are scheduled New Client Orientation Consultations. To not do so, would be to neglect our responsibility to each client and for a client to decline scheduling and completing them is to neglect their responsibility to themselves, because if each client does not learn:
 - a) what they need to know to sustain their healing,
 - b) what caused their health challenges so they can prevent recurrence,
 - c) how to stop creating more health challenges for themselves
 - d) what they are doing that is interfering with their innate healing system,
 - e) how to maintain health, once attained through their therapeutic supplement and dietary programs, when their therapy ends, their symptoms and health challenges will return.
3. Following the title of each appointment is the amount of time in minutes or hours that is scheduled to present the education and implementation instructions designated for that consultation.
4. Appointments may be scheduled at 30-minute, 45 minute, 60-minute or 90-minute weekly consultations until the total amount of time for each appointment has been concluded, i.e., client has been presented all the information designated for each consultation.

Health Chest Telephone Consultation – 90 minutes

Obviously if clients continue to use over-the-counter drugs from their “Medicine Chest” for first aid, cold/flu, occasional sleep disturbances, upset stomachs, etc., they will continue to cause deficiencies and toxicity, the two major causes of all diseases today. Therefore, each new client is provided an **“Updating Your Medicine Chest to a Health Chest” pamphlet** and a **90-minute Health Chest Consultation (or two 45-minutes)** for coaching in...



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

1. specific Herbal, Homeopathic and Whole Food Vitamin/Mineral supplements that are safe and effective for first-aid, colds/flu, injury or surgical recovery, toothaches (etc.), even to save a life until medical emergency assistance arrives, such as a heart attack, a gun shot wound from a hunting accident or injury from a car accident or fall, or a serious burn.
2. The **Health Chest Consultation** provides information on healthier and safe remedies for each health challenge listed on page 17 under “**Emergency Consultations**” and others, so each client is prepared with the knowledge, implementation instructions and the specific Health Chest products to handle any unexpected accident, exposure or emergency.
3. Unlike drugs, natural remedies address the immediate concern and enhance the health of the body at the same time. In other words, the body is healthier from their use than it was before the event.

To continue to rely upon over-the-counter and prescription drugs, the client will continue to slowly poison their mind and body with chemicals, synthetic substances, germs, metals, and other toxic substances that cause more health challenges, than they had before their use, in addition to causing delays in being healed and slows down, interrupts and can stop the healing process provided by the body's own healing system and through their clinical nutrition program.

Long-term use also produces the symptoms from drug side effects. Drug Side Effects are symptoms of nutrient deficiencies caused by chemicals, germs, and metals in the drugs, biochemical imbalances caused from their manipulation of the metabolism, damage to the nervous system, which also leads to more health challenges.

Dietary Telephone Consultations – 4 Hours

A one-time series of consultations that equal four hours of **Dietary Telephone Consultations** are scheduled for clients who have paid for a Dietary Analysis/Dietary Plans to:

1. If a client has not paid for a Dietary Analysis/Dietary Plan, but has dietary or lifestyle questions, he/she may schedule as many or as few Dietary and/or Lifestyle Consultations as desired to have all questions answered.
2. Should questions or goals indicate that a Dietary Analysis to design a therapeutic Dietary Plan and Dietary Consultations would serve them better, save time, money and assist in



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

healing faster vs. obtaining answers to random questions, and thus, the client chooses to have a Dietary Analysis after their Initial Assessment, the information provided here regarding the four hours of Dietary Consultations will apply and be scheduled accordingly.

3. Written Dietary Education is also provided and consultations are provided to present dietary information that cannot be provided in writing, to monitor dietary progress and assist clients in making lasting changes.
4. To accomplish the above goals, clients may choose to schedule this four-hour series of Dietary Telephone Consultations at:
 1. One 30-minute consultations per week for eight weeks.
 2. four weekly 60-minute consultations
 3. three weekly consultations with two of the consultations for 90 minutes and one for 60 minutes,
 4. whichever the client prefers. .
 5. Clients save money by scheduling more than 30-minutes per consultation.
5. At the conclusion of a new client's initial Report of Findings (test results) Telephone Consultation, all New Client consultations are pre-scheduled so secure their place in Dr. Smith's schedule.
6. In the event, the entire amount of time allowed to present the information is not required, any prescheduled consultations that were not needed will be cancelled.
7. Written educational information provided with each client's Dietary Plans/Eating Guidelines include Progress Feedback forms to assist each client in measuring their progress so progress improvement can be celebrated and challenges in implement dietary principles and program can be easily identified so that appropriate recommendations can be provided as needed.

Lifestyle Consultations for New Clients – 90 minutes

What does the word "Lifestyle" Mean? Lifestyle is the person's "standard of living." This relates to their "daily choices. In each client's Lifestyle Consultations each choice they make will be explored and measured as to whether it promotes health or causes disease. Lifestyle practices that cause disease will be examined for understanding as to why the client has this practice in their lifestyle. Is it because they are...

1. unaware that the practice is unhealthy? Like the false belief that Milk is good or exercising after eating is healthy and burns the fat off.



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

2. lacking in the knowledge of what to do instead, that is healthy? Like taking aspirin for a headache vs. finding out the cause of the headache and correcting that.
3. to name a few examples....

Lifestyle Consultations also provide information on factors within their control and outside their control that adversely affects their health.

INVESTING IN CONSULTATIONS IS INVESTING IN THE SUCCESS OF CURRENT and FUTURE HEALTH!

New Client Consultations Saves Time and Money

In this journey of improving their health, occasionally the first roadblock a client has to overcome is to accept that investing in consultations is investing in their future health at the same time that they are investing in their current health.

For these clients investing in testing and therapeutic supplements comes more easily than for consultations. Perhaps this is because they are “conditioned” or “use to”...

1. self-educating through on-line searches or books. However good this information, it is not tailored to the individual's biological and biochemical requirements and health challenges. There are also conflicting, misleading, self-serving and gaps in public information that can be confusing to their readers or cause them to make wrong decisions about their health care.
2. receiving free over-the-counter sales advice at health food stores. However, symptoms are not a reliable source for making decisions that affect one's health and taking advice from well-intended, non-degreed sales people is risky.
3. previous experiences in paying for professional advice has been ineffective, where a client received no results or it made their health challenges worse. This may be due to receiving advice from:
 - a. a dietitian, physician, chiropractor or any health care professional, who has no degree or has not completed post-graduate studies in clinical nutrition.
 - b. a nutritionist, who is not trained in “clinical” nutrition.

Also, remember that we do not know what we do not know. Having surveyed every client since she opened her business, Dr. Smith reports that new clients know only 30-50% of what



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

they must know in order to assist their body in healing and staying health. That remaining 50-70% of what they don't know is what has caused their current health challenges. Now, add to this, the fact that clients also have challenges in applying consistently what they do know. This is primarily because of the lack of support from family, friends, church members, co-workers and the community in which they reside.

Advice from Dr. Smith is based on testing first and her consultations provide the information clients do not know, helps them apply information this new information, as well as, what they already knew but were not applying, after testing for exactly what each client needs to improve their health.

Development of New Client Orientation Consultations

Prior to the development of the seven-hour New Client Orientation Consultations, clients would receive dietary and lifestyle information at their monthly Progress Reporting Consultation, but only that which related to their current program of care. Clients would then schedule consultation for answers to dietary and lifestyle questions that were not covered through their monthly appointment.

However, the results of this approach was that:

1. receiving only program-of-care related dietary and lifestyle education contributed to clients needing to schedule more consultations to get answers to other dietary and lifestyle education.
2. dietary and lifestyle education, based on questions, was received out of context and thus:
 - a. it took longer to explain than it would have if the information had been presented in a sequential and systematic manner.
 - b. information received out of context is more difficult to implement.
 - c. challenges in implementing out-of-context information led to more consultations.
3. clients scheduled more than seven hours of consultation appointments, so this approach was costing clients more time and money.

When Dr. Smith realized the above approach was taking more consultations, more time and more effort (and costing clients more money), than what she felt was realistic to really learn and implement foundational dietary and lifestyle education, she developed the New Client Orientations Consultations.



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

DOCTOR–INITIATED THERAPEUTIC CONSULTATIONS

Until Optimal Healing) is attained the following consultations are required. Why? Because **legal** and **Clinical Nutrition Practice Act Ethic Codes** require that these consultations are provided by Clinical Nutritionists when their client is on a “therapeutic” supplement program to assure a standard of practice for safe and effective client services.

Therefore, the following consultations are not being required by Dr. Smith, but the powers of authority that govern a clinical nutrition practice. Therefore, Doctor-Initiated Consultations after the new client has finished their New Client Orientation Consultations include Progress Reporting and Report of Findings consultations.

Progress Reporting Consultations

Frequency and Duration

Healing progress while on therapeutic supplements must be monitored through Progress Reporting Consultations, updated Nutritional Evaluations, such as the Health Appraisal Comprehensive Bargraph Report and Clinical Nutrition Analysis of Lab Tests to continue to dispense therapeutic supplements. **Progress Reporting Consultations** are defined on page 14.

1. Progress Reporting Telephone Consultations are required for 30 minutes, at four-week intervals, after starting therapeutic supplements until:
 - a) healing progress momentum no longer requires monthly monitoring to assure clients continue success on their current program
 - b) and when it is time to discontinue therapeutic supplements due to attaining optimal healing.
 - c) client is self-reliant in implementing therapeutic program instructions as directed. This also means without making arbitrary changes, for those this applies to, i.e., independent of Dr. Smith’s knowledge, advice and agreement.
 - i) New Clients do not understand how the body and start their clinical nutrition with mental conditioning from “medical drug” therapy. For example, drugs have side effects so new clients can make a false assumption that their therapeutic supplement is causing symptoms that are actually caused by their body or a drug they are still on.



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

- ii) False assumptions lead to making arbitrary changes from a medical perspective, not from an educated and clinical nutrition experience perspective, which results in their sabotaging their own innate healing progress.
 - iii) Dr. Smith wants clients input when they sense or think a change is needed, so this can be assessed and if Dr. Smith agrees, then change will be made. If change would adversely affect healing momentum, another recommendation can be made that will accomplish the reason client wants the change, without, interrupting the healing momentum, when possible.
 - iv) Making arbitrary changes is not implementing program as directed.
- d) Client has succeeded in making lasting dietary and lifestyle changes, has developed a principle-centered healthy lifestyle according to their health standards and is self-reliant to adhere to their healthy lifestyle.
2. For new clients, a monthly Progress Reporting Telephone Consultation is generally required for four-six months after concluding **New Client Orientation** Consultations. Discontinuation of “monthly” progress reporting and monitoring consultations is dependent upon two criteria:
- a. Healing Progress identified on retests indicates that monthly progressing reporting and evaluations are not needed. In other words, initially the human body goes through multiple biochemical and physiological changes that require close monitoring. However, there is a point at which it takes longer (more time) between internal changes/improvements in the process of healing, so the client just needs more time on their program, and monitoring their progress can be limited to only when retesting is required.
 - b. Dr. Smith has determined that the client:
 - i. has received all the knowledge they require to successfully implement their program instructions and develop a principle-centered healthy diet and lifestyle, as well as overcome all personal mental, emotional and physical challenges in doing so.
 - ii. is self-reliant and able to continue implementing program instructions and consistently applying the education they received in their New Client Orientation Consultations on their own without close monitoring and encouragement from Dr. Smith.
3. Clients who no longer require monthly Progress Reporting Consultations for their current program, may periodically require a periodic or short-term monthly Progress Reporting



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

Consultations when their current program has been adjusted, revised or updated due to retesting, an emergency or any other purpose.

- a. In these cases, Progress Reporting Consultations are scheduled at four week intervals after beginning their newly revised or updated Program for a 1-2 months, more or less, depending upon what is required to orient and understand new program to implement and monitor it successfully. Then monthly progress reports are discontinued.
4. **Dietary and Lifestyle Continued Education** – After New Client Orientation Consultations, continued education, monitoring progress, assisting client's in pacing and overcoming challenges in making permanent dietary and lifestyle changes, and assisting them in developing a principle-centered, healthy lifestyle is provided at Progress Reporting Consultations.

Report of Findings Consultations

Frequency and Duration

Testing is required to dispense therapeutic supplements. Updating Testing and Evaluations are required until optimal health is attained:

1. **Long-Term Care** – For clients whose health goals are to truly become and stay health (ie., focus is wellness), this means testing, generally, 2-3 times in the first year, twice in the second year and once a year for annual Nutritional Check-ups. Just like an annual medical check-up for early detection, we have nutritional check-ups (or annual retesting of biochemistry for prevention, more on this below.)
2. **Short-Term Care** – For clients whose health goal is to assist their body in healing their major health challenges at the time they first contact us, retesting is required same as long-term care or may only require the initial or 1-2 retesting to attain optimal healing in their major challenges. Then once the client has attained healing in their major health challenges, clinical nutrition therapy is discontinued.
 - a) Short-term care clients are not yet ready to (due to other priorities on their time, money or effort) improve all abnormal findings on their initial tests to become over-all mind/body healthy, so they will return again when an area gets worse and demands immediate attention or they return ready to improve health to become a wellness care client.



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

- b) Short-term care clients have an annual nutritional check-up for the major health challenges to determine:
 - i) how well they have maintained their healing in their major health challenges.
 - ii) to monitor the abnormal test findings that were still present at the conclusion of their therapy until client is ready to start clinical nutrition therapy for them to prevent them from becoming new “major” health challenges.
 - iii) otherwise, in time, the organ, glands or body systems with abnormal findings will produce severe symptoms that force the client to take action.
 - iv) note: The longer the client waits to address abnormal findings, the worse the deficiencies and imbalances become, then they begin to produce severe symptoms, become the client’s new major health challenges and they have no choice but to start clinical nutrition therapy for these areas or suffer the consequences – pain and disease.

CONSULTATION TIME & MONEY SAVER TIPS

To Reduce Time At Each Consultation

1. Email questions 48 hours before each consultation. If you do not have email, you may fax questions.
 - a) 48 hours allows Dr. Smith sufficient time to review your list of questions before your appointment and complete preparation to answer questions, if necessary. 48 hours prior prevents 1.b and 1c. below. Submitting questions anytime before the consultation prevents 1. b. below.
 - i) It takes a lot more time at consultations to verbally ask questions and explain any factors related to the question, which can lead to extending consultation time beyond what was scheduled, if Dr. Smith’s schedule allows for this, or result in scheduling another appointment, if current appointment does not allow time to answer the question and accomplish the purpose for which the consultation was scheduled originally.
 - ii) If the answer to a client’s question will be answered systematically at a future appointment, receiving a list of questions before hand allows Dr. Smith to:
 - (1) inform the client of this at the beginning of the consultation.



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

(2) prevents consultation time from being consumed by verbal questions not related to the current appointment.

- b) Allows clients to remember and record questions vs. realizing after the consultation that they forgot to ask a particular question they wanted answered.
2. Depending upon the type of appointment scheduled and the feedback required, clients who complete and then fax, email or have information ready to verbally communicate at the onset of the appointment, saves time, regarding the:
- a) Client Communicator (CC)
 - b) Food Chemistry Plan Adherence Report (FCPAR)
 - c) Daily Activity Report
 - d) Menu Planner

To Reduce Number of Consultations

1. **Education Don't Wait! Program** – This program is designed to assist client in saving time and money in fee-based consultations and to provide ongoing, new and/or updated future education to assist our clients in staying informed so they can succeed in staying healthy for the rest of their lives.
2. **Succeeding in Self-Motivation:** Becoming healthy requires education, therapy and replacing unhealthy dietary and lifestyle practices with healthy daily practices. Becoming healthy for most people is easier than staying healthy because the pain of their symptoms is a strong motivator to do what is required to improve their health. So a greater challenge can arise once a client's healing has progressed to the point where their symptoms leave and that is, self-motivation to stay healthy and prevent recurrence of health challenges and future diseases. Therefore, Dr. Smith has written this article to help her client:
 - a) Succeed in motivating themselves from within, vs. relying on outside factors, like pain, family or peer pressure, job requirements, etc.
 - b) Permanently raise their "Standard of Living" to the highest level of living. How to make Health their #1 Priority.

After reading this document, please read both of the above documents and the **Effective Referral Guidelines**.



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

Healing Success

Reviewing one's current successes in life so far, you can be assured that it took more time, energy, money, and planning at the beginning than in the middle and end of the project or goal. Anything worthwhile is an investment in time, energy and money. Success brings many rewards – expected and unexpected.

To help our clients succeed at healing their body, sustaining their healing, maintaining their health and preventing future diseases, we have provided as much in writing as possible to guide, educate and instruct our clients in everything the required to accomplish this most important goal.

Therefore, as in succeeding in any goal, there is more reading in:

1. the beginning (4-6 week Initial Assessment Processing)
2. than in the middle (8 – week New Client Orientation),
3. than it will in the end (which is the rest of your life) by staying current with Dr. Smith's Newsletter and Client Announcements).

Conclusion

This document has explained the different types of Free and Fee-Based Email and Telephone consultations and their purpose. It has also explained the difference between Doctor-Initiated and Client-Initiated Consultations. The goal of Doctor-Initiated Consultations is to assist our clients in becoming self-reliant, self-sufficient and independent, as quickly as possible, however, this also depends upon the clients own pace and commitment to health improvement and maintenance.

Being dependent means are clients:

- can handle home first aide, acute symptoms and emergencies using their Health Chest,
- are sustaining their healing through their Maintenance Program
- have developed a principle-centered healthy diet and lifestyle so their daily choices are enhancing their health, vs. causing more health challenges
- schedule annual Nutritional Check-ups (retesting) to determine the affects of toxicity and EMF outside their control and to monitor how well they have been maintaining their health.
- contact us when they require professional assistance, which may or may not require Emergency Medical Assistance, such as



Telephone • Email

Free and Fee-Based Consultation Policies (3 of 3)

- moving in a way that produces pain from a sciatic nerve and thus requires temporary therapeutic supplementation to overcome an injury that Heath Chest supplements are not potent enough to handle, or
- for a post-hospitalization recovery program, if they broke a bone, so they can heal faster and more completely.

Thus we able to assist our clients, come what may, with clinical nutrition therapy on an as needed basis.

If you have any questions, concerns or information after reading this document, email questions to Dr. Smith for a free Email Administrative Consultations. If answering may lead to other questions, you will be contacted to schedule a Free Administrative Telephone Consultation with Dr. Smith or a staff member.

Thank you for adhering to all guidelines and policies so that you may help us serve you efficiently and timely. It is our pleasure to assist you with safe and effective clinical nutrition and naturopathic therapy, which is foundational to healing, health maintenance and disease prevention.