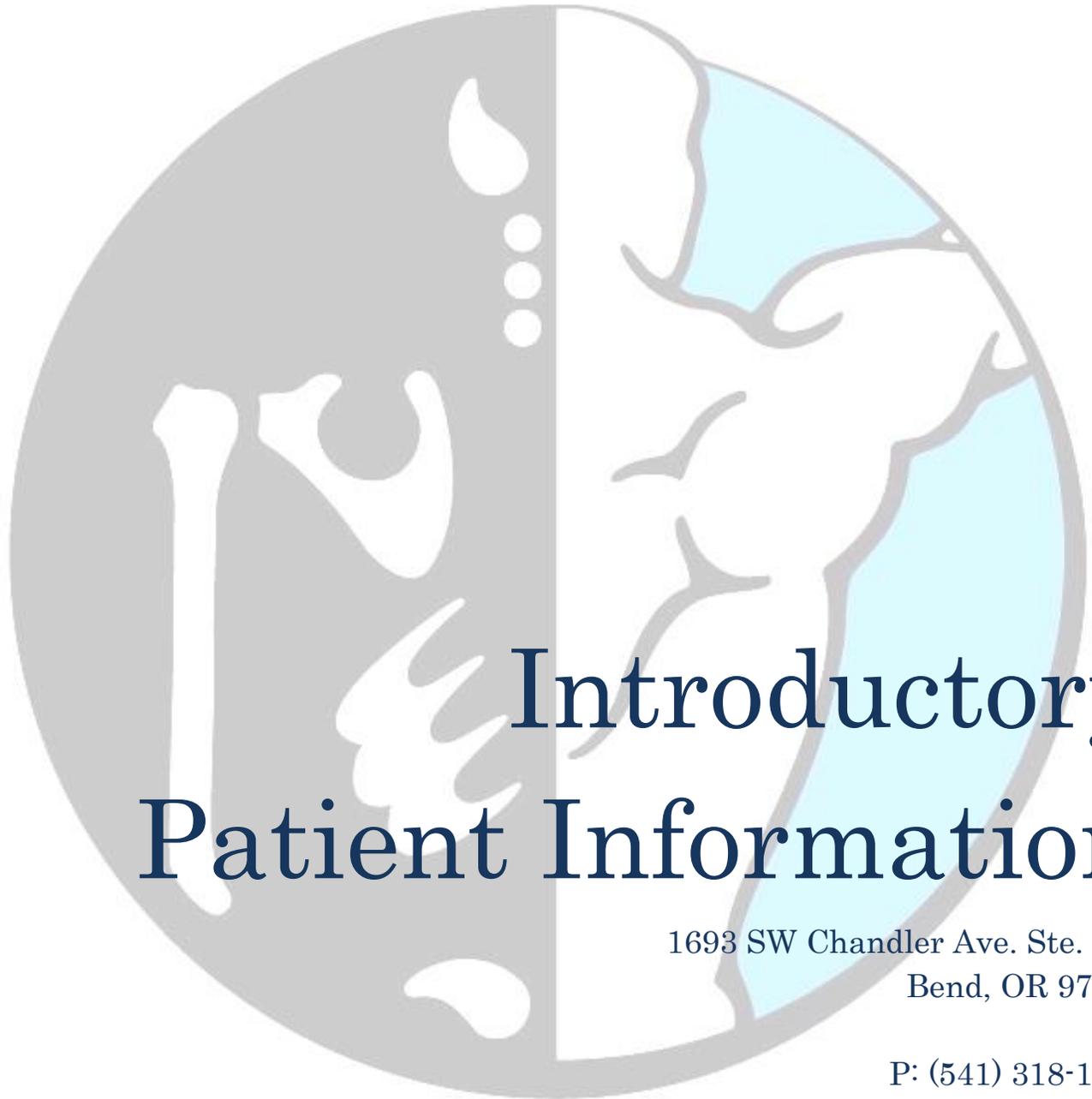


# Wellness Doctor, Inc.

*TREATING THE CAUSE, NOT THE SYMPTOMS*



## Introductory Patient Information

1693 SW Chandler Ave. Ste. 280  
Bend, OR 97702

P: (541) 318-1000

F: (541) 318-7050

[Appointments@BendWellnessDoctor.com](mailto:Appointments@BendWellnessDoctor.com)

[www.BendWellnessDoctor.com](http://www.BendWellnessDoctor.com)

[www.HealthAroundYOU.com](http://www.HealthAroundYOU.com)

# TABLE OF CONTENTS

---

## INTRODUCTORY INFORMATION

Patient Checklist	1
What to Expect at Wellness Doctor, Inc.	2
Practice Policies for Patients	3
• Website	3
• Medical Records	3
• Consultations	3
• Initial Visits	3
• Consultation Fees	3
• Confirmation and Cancellation of appointments	4
• Payment Options	4
• Insurance Information	4
• Phone Calls, Messages and Faxes	4
• Prescription Refill Requests	4
• Office Location	4
Directions to Wellness Doctor, Inc.	4
Frequently Asked Questions	5
• What is your website address? And how can I order the supplements I need?	5
• Do you think you can help me with my health problem?	5
• Can all the tests I need be done at Wellness Doctor, Inc.?	5
• Do you take insurance?	6
• What credit cards do you accept?	6
• Is Dr. Kremer a primary care physician?	6
• Do I have to see the doctor in person for my medical consultation?	6
• Whom do I contact with the following concerns?	6
• Where are you located?	6

## CONSENT FORMS

Important Patient Information	1
• Appointments	1
• Lab Tests	1
• Billing/ Insurance	1
• Primary Care Physicians	1
Notice of Possible Medicare Denial	2
Authorization for Release of Medical Records	3
Informed Consent Regarding Email or the Internet Use of Protected Personal Information	4

## **PATIENT CHECKLIST**

---

### **DID YOU REMEMBER TO?**

- Read all of the practice documents
  
- Obtain your medical records and/or test results from previously seen physicians and have them sent to Wellness Doctor, Inc. at 1693 SW Chandler Ave. Ste. 280, Bend, OR 97702, arriving at least 7 days prior to your appointment date.
  
- Provide your preferred shipping/ mailing address; if listing a P.O. Box please indicate a street for receiving packages, UPS or FED EX.

### **FILL OUT AND/OR SIGN THE FOLLOWING FORMS**

- Important Patient Information
- Authorization for Release of Medical Information
- Informed Consent Regarding Email or the Internet Use OF Protected Personal Information
- Research Consent Form
- Notice of Medicare Denial
- General Information
- Medical Questionnaire
- 3-Day Diet Diary
- MSQ- Medical Symptom/ Toxicity Questionnaire

*Thank you*

Dear Patient,

Welcome to Wellness Doctor, Inc. We look forward to meeting you.

**WHAT TO EXPECT AT WELLNESS DOCTOR, INC.**

*Please email, fax or drop off your Functional Medicine paperwork at least two days prior to your appointment.*

*Arrive 15 minutes before your appointment time.*

**ADMINISTRATION OFFICE- Check In**  
*(10 Minutes)*

Welcome to Wellness Doctor, Inc.  
Update personal forms and sign consent forms  
Vital signs  
Registration for online supplement store

**PHYSICIAN CONSULTATION:** Jason M. Kremer, DC, CCSP, CSCS  
*(60 minute appointment)*

History and Exam (Dr. Kremer performs thorough evaluation of paperwork prior to appointment)  
Timeline and in-depth history review  
Review of further lab recommendations and test descriptions  
Dr. Kremer develops personalized treatment plan prior to seeing Nutritionist  
Treatment plan is further discussed during appointment with Nutritionist  
Further lab reviews will be discussed with Dr. Kremer or Nutritionist

**NUTRITION CONSULTATION:** Cassie Kremer, Nutritionist & Lifestyle Educator  
*(60 minute appointment)*

Initial Nutritional Consultation- Intake Review, Nutrition Assessment, and Goal Setting  
*Initial Consultation is often performed at a later date, when combined with Physician Consult*  
*Nutritionist reviews Dr. Kremer's recommendations and treatment plan.*

**ADMINISTRATIVE OFFICE:** Check Out  
*(10 minutes)*

Schedule follow-up appointments  
Obtain superbill to send to your insurance company for possible reimbursement

## PRACTICE POLICIES FOR PATIENTS

---

Our goal at Wellness Doctor, Inc. is to provide you with the highest level of personalized care. We are committed to helping you achieve optimal health.

It is important to read all the enclosed information carefully and mail or fax all attached forms to our office at least 2-days prior to your appointment. This will allow us to help solve your problems more efficiently and enhance the quality of your care. If your patient packet is late, it may take up to 30 minutes of your appointment time to review your records.

### WEBSITE

Information about Wellness Doctor, Inc. and all relevant patient forms are available through our website, [www.BendWellnessDoctor.com](http://www.BendWellnessDoctor.com). Further information, supplements, articles, and healthy recipes can be found at: [www.HealthAroundYOU.com](http://www.HealthAroundYOU.com).

### MEDICAL RECORDS

Medical records can only be released with your authorization. A medical records release form is enclosed for your use. You are responsible for obtaining previous medical records from other physicians or health care providers. Please contact your physician or other health care provider to obtain these records. Your records should be express mailed to **Wellness Doctor, Inc., 1693 SW Chandler Ave., Suite 280, Bend, OR 97702.**

### CONSULTATIONS

Your initial visit will include a 60-minute consultation for Functional Medicine or Nutrition. Afterwards, you will follow-up with a 60-minute nutrition consultation where a treatment plan will be given regarding specific dietary and supplement recommendations and any further recommended labs. Nutritional and lifestyle recommendations, as well as laboratory/diagnostic testing are integral components of your treatment plan. Test results are used to further design your personal health care program as well as uncover the root causes of your medical condition and/or health concerns. Nutritional supplements are often recommended and we will help you select the highest quality products.

### CONSULTATION FEES

- Initial Physician Functional Medicine (FM) Consultation- 60-minutes: \$350
- Office Visit or Phone Follow-up with Dr. Kremer- 30-Minutes: \$90
- Initial Nutrition Consultation (With prior FM Consult) 60-Minutes: \$100
- Initial Nutrition Consultation (Without prior FM Consult) 60-Minutes: \$150
- Nutrition Follow-up Visit 60-Minutes (may include BIA testing): \$75
- **Nutrition & Lifestyle Coaching (optional)- \$99/month (3 month minimum)**
- **Nutrition & Lifestyle Coaching (optional)- \$75/month with 12 Month Commitment**
  - Includes weekly check-ins via office or phone
  - Unlimited email communications
  - *Health & Lifestyle Coaching options require Initial Nutrition Consultation*
- **Shopping Tours:** Open to Anyone! 60-Minutes: \$100 (up to groups of 4: \$50/person)
- **BIA (Bioelectrical Impedance Analysis) Body Composition Testing:** \$30

## **CONFIRMATION AND CANCELATION OF APPOINTMENTS**

Due to the overwhelming requests for consultations, there is a 24-hour cancellation policy. Your appointment must be cancelled at least 24-hours prior to your scheduled consultation, or you will be charged for the visit. You may cancel your appointment by calling the office. If calling after hours, please leave a message.

## **PAYMENT OPTIONS**

Our office accepts cash, checks or credit cards (MasterCard and Visa) for services rendered. When you schedule the initial visit, we request a credit card on file to hold the appointment for you. No charges will be applied to your credit card unless you miss or cancel an appointment without proper notice. On the day of your scheduled appointment, all charges for consultations as well as any ordered laboratory testing will be itemized and reviewed with you. Payment is due on the day of service.

Follow-up phone consultations will be billed to your credit card on file unless you provide other payment information and instructions prior to your appointment. If additional lab tests are required and our office sends test kits, the appropriate fees will be charged to your account.

## **INSURANCE INFORMATION**

Wellness Doctor, Inc., does not bill insurance for you. We will provide you a detailed billing summary which you can submit to your insurance carrier.

## **PHONE CALLS, MESSAGES & FAXES**

1. Our office hours are Monday- Friday 8am to 5pm PST
2. To reach Wellness Doctor, Inc, please call (541) 318-1000
3. Our fax number is (541) 318-7050
4. If you call after hours, our office staff will return your call on the next business day.
5. If you have a medical emergency, call 911 or go directly to the nearest emergency room.
6. When leaving a message, please be brief and include the following information
  - a. Full name, spell your last name, and date of birth
  - b. Reason for call
  - c. Best time to be called back
  - d. Phone number(s)
  - e. Email address (if desired)

## **OFFICE LOCATION**

---

Our office is located at 1693 SW Chandler Ave, Ste. 280 Bend, Oregon. We are situated in the Westside Medical building on the upper level.

## FREQUENTLY ASKED QUESTIONS

---

### **What is your website address? And how can I order the supplements I need?**

- Information about Wellness Doctor, Inc. can be found at [www.BendWellnessDoctor.com](http://www.BendWellnessDoctor.com). The website also provides an online store for your nutritional and supplement needs. Our team has researched the highest quality products available that meet independently verified standards of effectiveness, quality and purity.
- We encourage you to look at our sister site: [www.HealthAroundYOU.com](http://www.HealthAroundYOU.com) to learn more about optimal living, lab testing, healthy recipes, clinical-grade supplementation, and our past “From the Doc” columns featured in Paleo Magazine on Functional Medicine topics regarding the latest information on health, wellness, and disease prevention.

### **Do you think you can help me with my health problem?**

- Dr. Kremer uses an innovative systems approach to assessing and treating your health care concerns. Perhaps you have experienced being examined by your doctor, having blood tests done, X-rays or other diagnostic tests taken, only for your doctor to report back that “all your tests are normal”. Yet, both you and your doctor know that you are sick. Unfortunately, this experience is all too common.
- Most physicians were trained to look only in specific places for the answers, using the same familiar labs or diagnostic tests. Yet, many causes of illness cannot be found in these places. The usual tests do not look for food allergies, hidden infections, environmental toxins, mold exposures, nutritional deficiencies and metabolic imbalances. New gene testing can uncover underlying genetic predispositions that can be modified through diet, lifestyle supplements or medications.
- Dr. Kremer is highly skilled in evaluating, assessing and treating chronic problems such as gastrointestinal disorders, fibromyalgia, chronic fatigue, autoimmune diseases, inflammatory disorders, mood and behavior disorders, memory problems, and other complex chronic conditions. He also focuses on the prevention and treatment of heart disease, diabetes, dementia, and hormonal imbalances.

### **Can all the tests I need be done at Wellness Doctor, Inc.?**

- Most of the testing can be performed at Wellness Doctor, Inc. Some testing can be done through conventional laboratories and others are only available through specialty laboratories. During your medical consultation, Dr. Kremer will determine which tests are needed and then our office manager will review testing recommendations, instructions (ex. Fasting or non-fasting, etc.) and costs. Some testing can be performed at home with test kits to collect urine, saliva or stool. Others may require you to go to a local laboratory to have blood drawn. In all cases, we will assist you in coordinating initial and follow-up testing.
- Occasionally, we may recommend certain tests that are not performed at our facility (i.e. heart scans, cardiac stress tests, bone density, sleep studies, etc.) In those instances, we can provide you with an order that you can take to a facility near your home or we can schedule an appointment to have them done near our office.

**Do you take insurance?**

- Wellness Doctor, Inc. does not bill insurance for our patients. We are contracted with many national providers and will supply you with a detailed visit summary for you to submit to your insurance for reimbursement. We do require payment in full by check, cash or credit card due at the time services are provided.

**What credit cards do you accept?**

- We accept the following credit cards: MasterCard, Visa and Discover. It is important to maintain an active credit card on file with our office for billing of follow-up consultations, laboratory testing, and other services.

**Is Dr. Kremer a primary care physician?**

- Dr. Kremer is not a primary care physician. He will work with you closely as a consultant, coach in preventive, nutritional and functional medicine to help you address the roots of chronic health problems. He will confer with your primary care doctor if required.

**Do I have to see Dr. Kremer in person for my medical consultation?**

- Yes, for a full evaluation he does recommend that he meet with a patient in order to provide a full in depth initial consultation. Follow-up appointments can be arranged by phone or in the office.

**Whom do I contact?**

- Our phone number is: (541) 318-1000
- All Questions and concerns can be communicated via email to:
  - [Appointments@BendWellnessDoctor.com](mailto:Appointments@BendWellnessDoctor.com)

**Where are you located?**

- Wellness Doctor, Inc. is located at 1693 SW Chandler Ave. Ste. 280 Bend, Oregon 97702