



Health & Wellness Institute

5603 230th St. S.W.
Mountlake Terrace, Wa 98043
Phone: 425.697.6112
FAX: 425.697.3252
Website: www.ehealthandhealing.com

PATIENT ORIENTATION

Welcome!

Thank you for your interest in becoming a new patient of our clinic.

Our staff is dedicated to providing you with expert assessment, treatment, education and support, and to be your partners in the process of improving and optimizing your health.

To help you to better understand our clinical approach and office policies, and to help us to assist you better, we have prepared the enclosed orientation packet. We encourage you to read this material carefully and to note any questions you may have. Your questions can be answered during your first clinic visit.

We also ask that you fill out and return any requested clinical information forms prior to your first appointment. These forms will help you to reflect on and formulate your health concerns, and will provide important information that will be useful to Dr. Catanzaro, Dr. Carrie Miller and Dr. Michael Corsilles in your assessment.

We look forward to providing you with excellent healthcare.

Sincerely,

The staff of Health & Wellness Family Care

In an ongoing effort to serve our patients more effectively and efficiently, we have established the following policies and procedures. To assist us in our ability to provide you with excellent care, please read the following information carefully. If you require clarification or have any questions, please consult with our receptionist.

1. Clinic hours

Our clinic is open-Monday, Tuesday, Thursday and Friday from 9:00am to 5:30pm, with a physician break from 12:00-2:00. You may book appointments on Wednesday by special arrangement only.

2. Contacting the clinic

You may contact the receptionist at 425-697-6112 during clinic hours.

When the clinic is closed, you may leave a message with our answering service.

If you are an established patient and need to contact the doctors on an urgent basis, after hours, you may call the office and speak with our answering service, they will page your physician directly. There is a \$75.00 charge for this service. In a medical emergency, go to an emergency room or call 911.

3. Cancellation policy

Scheduled appointments may be cancelled up to 24 hours prior to the appointment time. Thereafter, \$125.00 will be charged for the scheduled appointment and for “no-shows”

4. Appointment Policies

We do not accept walk-ins. All appointments must be made in advance by phone or after a visit. Routine visits are scheduled within 1-3 weeks, First visits are scheduled within 2 weeks. Acute visits are scheduled within 2 days.

5. Payment policies

Patients without health insurance will be charged a sliding-scale rate on their visits as well as pharmacy items. A discount may apply to some pharmacy items and will only apply based upon front desk discretion. Payment in full for all clinic services is expected on the day of service. Patients with health insurance will be charged out of pocket for all pharmacy items, copay or patient responsibility from the insurance. We do not carry balances.

We take care of all insurance billing.

6. Forms of payment

Payment may be made by cash, check or major credit cards.

7. Pharmacy Return Policy on Pharmacy Items

Pharmacy items that have been opened or the seal is broken cannot be returned. Pharmacy items that are returned unopened and seal intact are subject to a 18% restock fee. Before an item is returned Health&Wellness staff will discuss the reasons for the return and will then correspond with you further. Any items that are accepted as a return will be put on patient's account as a credit. Health&Wellness will not refund cash, check or charge back to credit card. Pharmacy items are not currently covered under insurance plans.

We ask that you give our office staff 2 weeks advanced notice on pharmacy items you may need due to back ordered and slow shipping of items. If you keep ahead you will not run out of you pharmacy items needed.

Using Integrative Medicine to Enhance Your Health

Our clinic's approach to healthcare is based on an overall model called Integrative Medicine.

This is a holistic and comprehensive orientation that differs in important ways from most conventional medical treatment. Its purpose is not only to relieve symptoms, but also to optimize health, enhance vitality and prevent future illness by addressing the underlying causes of health problems.

An integrative approach recognizes that the body is a whole interactive system. Symptoms generally do not arise in isolation, but rather result from several different factors interacting with one another simultaneously. To determine the contributing causes of illness, an integrative medical approach involves a thorough assessment of many areas of physiology and function. These include such things as nutrition, digestion, detoxification, immunity, hormonal balance, stress adaptation, structural alignment and many other factors.

An integrative approach also acknowledges the functional uniqueness of each individual. People vary significantly in their biochemical and metabolic makeup, based on such things as genetic predisposition, personal history, specific nutrient requirements, and current stresses. Defining these varied aspects of individual function is another essential part of a comprehensive assessment process.

As we work together, we will determine the contributing factors in your health, and formulate an integrative treatment approach that will draw on a variety of modalities and techniques. To do this, we will coordinate the care of practitioners with different expertise. In our clinic, we offer several healing modalities, and we also make referrals to other practitioners for a range of specialized treatments. Our clinical approach focuses primarily on the use of natural remedies and interventions to restore healthy balance and to support the body's inherent self-healing capacities. This emphasizes such things as the use of appropriate nutrition, supplementation with specific nutrients and cofactors, the use of botanical and homeopathic remedies, and targeted organ system support to promote healthy function.

We also use a variety of methods to address the important interactions between mind and body. This recognizes that on the one hand, thoughts and emotions can influence physical health by affecting such things as hormone balance, immune function and cardiovascular regulation, while on the other

hand, physical factors like nutritional status and metabolic balance can influence moods, alertness and concentration.

In our practice, we give particular attention to the development of healthy personal lifestyle practices, such as diet, exercise, rest, stress management and avoidance of toxins, which have very positive effects. We know that adopting and maintaining healthy behaviors is indispensable, and that developing new habits requires both motivation and support. For this reason, education and structured follow-up are key aspects of our integrative medical practice.

A primary goal of our clinic is to help you be an effective manager of your own health. We place special emphasis on providing basic information about relevant physiology, clear explanations of assessment results, and thorough discussion of recommendations and options. For each patient, we design an individually tailored health improvement plan, with a sequence of action steps and ongoing monitoring to track progress and determine future needs. In addition, we provide encouragement and reinforcement to assist you in having the confidence, commitment and self-responsibility that are so crucial to achieving and maintaining health.

The comprehensive programs of our clinic involve a dynamic partnership with our patients, combining evaluation and treatment planning with education and personal support. This approach of health coaching is designed to assist patients both to resolve current health problems and to create optimal health.

We are pleased to offer you this kind of innovative and effective service, which we find is best suited to meet the overall needs of patients like yourself who seek long-lasting improvements in their overall health.

Meet the people who will support your journey to optimal health!



Dr. John A. Catanzaro is President and Founder of Health & Wellness Institute. He is a naturopathic physician who received his education and training at Bastyr University. Bastyr University is America's leading medical university in alternative medicine. Dr. Catanzaro maintains a private practice in Mountlake Terrace and is an author, lecturer, featured radio guest, and health care consultant. He is a current member of the Washington Association of Naturopathic Physicians. He is married and has 5 children. Dr. Catanzaro welcomes you to Health & Wellness!



Dr. Carrie Miller is an associate resident at Health and Wellness Institute. She received her medical training at Bastyr University, where she graduated with a degree in Naturopathic Medicine. In addition to general family medicine, Dr. Miller is specifically interested in treating women's health concerns, including menopause, PMS, Polycystic Ovarian Syndrome and other hormone imbalances. She has studied with Dr. Tori Hudson in Portland, Oregon and currently also works with Susan Matsuo, PhD, a leading authority on bioidentical hormone therapy. Dr. Miller believes in working together with each patient individually to find their optimal health through education, preventive care, responsible screening and necessary medical interventions.



Dr. Michael Corsilles, is an associate physician at Health and Wellness. He received his medical training at Bastyr University, where he graduated with a degree in Naturopathic Medicine. In addition to general family medicine, Dr. Corsilles specializes in: gastrointestinal disorders (IBS, IBD) endocrinology disorders (hormones, adrenal fatigue, thyroid and diabetes) When not in the office he enjoys spending time with his wife, newborn son and 2 dogs. His office hours are : Monday, Tuesday, Thursday from 9am-5pm.



Angela Kienzle, is the office manager for Health and Wellness. She graduated Pensacola Christian School via home school in 1995. She also married her wonderful husband that same year. She has 3 wonderful girls. She attended Penn Foster College and has degree in Pharmacy Technician and Fitness and Nutrition. I have 10 years experience in marketing and customer relations. She is looking forward to working with Health and Wellness Institute. Her hobbies include reading, stamping and card making and spend time with my family.

The Importance of a Thorough Intake Process

In our integrative approach, our goal is to effectively address your current health problems and to improve your health over the long term by dealing with the underlying causes of your health conditions. The first and essential step to accomplish this is thorough intake and assessment, and your active participation in this process is vital.

Because many factors interact to affect your health, it is very important that we gather information about a whole range of functions and issues. Before your initial visit, and at times during the course of our work together, we will request that you fill out various health related questionnaires. These questionnaires are wide in scope, in order to identify factors influencing your health. This is an opportunity for you to review your past history, to reflect on your current symptoms and patterns, and to organize your health information. We urge you to be as thorough and thoughtful as possible in gathering this data.

During your initial visit, we will gather more information through questioning and physical exam. We will then discuss with you options for physical and laboratory testing which may be appropriate. In many cases, we will initiate a process of specially designed clinical screens, which are groups of basic tests we utilize to assess several areas of physiology that commonly contribute to health problems. Information about these screens will be available at the time of your visit.

The success of your health improvement program will depend on your active participation in observing and monitoring certain key indicators of your personal functioning, and communicating your information with our healthcare team. We have designed systems and tools to help you to record your observations and health data, and to support you over time to be an active participant in your health program. We look forward to working in partnership with you, to design and implement a plan that will allow you to achieve the health results you seek.

Laboratory Testing and Imaging

As part of our integrative approach to healthcare, we often utilize a range of laboratory tests to assess a wide variety of health parameters. These tests may include samples from saliva, urine, blood, stool, hair, skin, breath or other body areas.

All forms of medical imaging can be utilized by our physicians including MRI, MRI Arthrograms, MRA, Mammography, CT Scan, PET Scan, Bone Scan, Dexa Scan, Xrays, Thermography and Ultrasound

Your Follow-Through With Treatment: The Key to Your Success

Our healthcare team is dedicated to providing you with skilled assessment and treatment to address your current problems and long-term health goals. Your participation is the key to achieving better health.

We will discuss and decide with you a series of steps, which may include physical and laboratory tests, lifestyle changes and other action items, the use of nutritional supplements and other remedies, and a variety of treatments from various practitioners. But your health improvement program can only succeed with your own active participation and committed follow-through. There will be many steps in your program that only you can do, and that taking those steps will be a key to your progress.

We will provide you with information and support to help you to play this active role, realizing that ultimately there is no substitute for your attitude of self-responsibility. We look forward to working in partnership with you, to guide and empower you to reap the rewards of achieving your health goals.

Tracking progress and Monitoring Symptoms

Monitoring your own symptoms and tracking signs of your health status are among the most effective ways that you can actively contribute to the success of your health program.

Through your own careful observation, you can provide our office with indispensable information and clues about the nature of your health problems. Self-monitoring can point to the various factors that may trigger, accompany, worsen or alleviate a particular condition. It can also provide you with important guides for taking care of yourself.

Based on your particular health needs, we may suggest that you monitor and record certain selected symptom patterns, such as pain, stiffness, fatigue, palpitations, wheezing, shortness of breath, itching, gastrointestinal distress, bowel function, urinary function, menstruation, sleep, dizziness, mood, etc. For a given symptom, it will be helpful for you to note such details as the intensity, quality, and timing, as well as the association with other related events. In some cases, you may be monitoring a discrete health indicator, like weight or blood pressure.

We may ask that you keep a written log of this information to be reviewed at follow-up clinic visits. In that case we will provide you with the forms to help you get started in keeping your personal health diary. If you are communicating with us via the Internet, your health tracking information can be conveniently recorded and accessed through your secure account.

The information from your self-monitoring will be combined with the ongoing assessments from your office and clinical testing. Together, this data will indicate whether your therapies and lifestyle changes are having the intended effect, and whether further changes in your health program are needed.

Most of our patients discover that tracking the progress of their health improvement is very motivating, and it greatly reinforces their excitement and enthusiasm for continuing the journey toward optimal health.

Assuring the Quality of Natural Medicine Products

Nutritional supplements, botanical medicines and other natural remedies are an important part of our treatment approach. When consuming natural substances, it is important to be sure that the products are manufactured with the highest level of quality for both safety and effectiveness.

In the U.S., supplements and natural remedies are regulated as "dietary supplements" as opposed to "pharmaceutical drugs." This means that manufacturers are largely free to set their own standards and procedures. As a result, the quality of supplements varies tremendously from one manufacturer to the next.

Because of this, it's important to purchase products only from companies that adhere to the highest standards regarding their ingredients, formulations, manufacturing processes, and quality assurance policies. Even if ingredients are of good quality, some brands of supplements contain certain types of fillers and additives that may be unhealthy. Also, the types and doses of the ingredients may be combined in ways that are not ideal.

In our office, we order products only from suppliers who demonstrate a consistently high quality standard in their manufacturing processes. These standards give our patients and us the confidence that the products we recommend have the highest standards of purity, potency, ease of absorption and overall effectiveness on health. To provide you with convenient and consistent access to very high quality natural remedies, we offer these products directly to all of our patients. We are happy to answer any questions you have about the products we recommended and the procedures for ordering the supplements and remedies that best fit your needs.

We ask that you keep up with your pharmacy needs and give 2 weeks notice of pharmacy items that you need to refill. Our suppliers sometimes backorder these items and we need advanced notice.

Treatment Options

Naturopathic Medicine

Naturopathic medicine, also called naturopathy, is a comprehensive and holistic approach to primary medical care which is designed to support the body's natural healing capacities. Naturopathy seeks to enhance personal health by addressing underlying causes of disease and promoting positive life changes. It focuses on the use of natural remedies, diet and lifestyle changes, and a range of relevant therapies such as detoxification, homeopathy, manipulation, botanical medicine and hydrotherapy, as well as coordination with other modalities of care. It addresses the important interactions between the mind and the body, and emphasizes patient education and support. Naturopathic physicians from accredited academic institutions undergo a rigorous post graduate 4-5 year curriculum of training in basic and clinical medical sciences. Residency training is optional and most graduates opt for 1-2 year residency training. Physicians and Health & Wellness Institute are licensed in Washington State to provide primary health care services.

Massage Therapy

Massage therapy is a broad title for techniques based on touch and the manual manipulation of the soft tissues of your body. Massage involves a variety of techniques employed to normalize structure and function of muscle tissue. Goals of massage include (1) promoting musculoskeletal balance, (2) improving circulation, (3) enhancing elimination of toxins, (4) improving immune performance, (5) promoting relaxation and reducing stress, and (6) improving overall body function and performance.

Many factors can cause stress on your musculoskeletal system and cause an imbalance in muscle, joint, and/or skeletal structure and function. The most common factors influencing your musculoskeletal system include physical trauma, overuse in work or recreational settings, poor posture and ergonomics, and biochemical changes resulting from poor nutrition, toxic exposure, and infectious agents. Your musculoskeletal system can also be impacted by mental/emotional trauma. Due to the numerous and varied factors that influence your musculoskeletal system, a wide range of clinical conditions can benefit from massage.

Depending upon your individual health needs, massage might be a standalone treatment or part of a comprehensive protocol including diet and lifestyle modification, nutritional supplementation, acupuncture, detoxification, and counseling. Prior to initiating a massage therapy treatment plan your health provider may evaluate you for fracture risk, infection, neoplasm, neurological dysfunction and other potential areas of concern. Your health provider may also utilize additional diagnostic testing and assessment techniques to determine the suitability of specific massage techniques for your treatment.

Massage can loosely be described as the therapeutic application of touch. There are a variety of massage types and techniques. Examples include Swedish massage (long strokes, kneading and friction rubs), deep tissue massage (slow strokes, direct pressure), sports massage (combining Swedish and deep tissue techniques targeted at sites of injury), acupressure (finger pressure to specific acupuncture points), manual lymph drainage (light rhythmic strokes) and CranioSacral massage (gentle manipulation of the head and spine).

Experienced therapists often integrate techniques from several forms of massage. Irrespective of the techniques employed, you should expect that the combination of techniques will create an

overall experience of relaxation. If your massage experience is causing you any discomfort, please bring this to your therapist's attention.

You should ensure that you dress in appropriate, comfortable clothing for this action step. If you have specific questions with respect to suitable attire for your visit, please contact your health provider. If at any point during the osseous and/or soft tissue manipulation you are experiencing any pain or discomfort, please provide this feedback immediately to your health provider.

Massage sessions usually last from between 30 minutes to 2 hours with one hour being a common average treatment length. Please check when making your appointment to determine the amount of time required for your therapy session. Massage is routinely a part of any wellness plan. If massage is being used to improve a specific area of dysfunction, its periodicity may be several sessions per week. As part of an ongoing health maintenance plan, 1 - 4 massage sessions a month can provide substantial benefits. Prices for massage vary depending upon many factors including the therapist's experience and the geographic location. Check with your health professional to determine the pricing structure in your area.

Please advise your health professional of any emotions or past memories that resurface during your treatment. Past experiences and the emotions associated with them can occasionally be "locked" within your tissues as a form of memory.

Generally, if this has occurred, it is an indication that you did not possess the health resources required to resolve these experiences in the past. As a result, your mind/body system has stored these experiences in your tissues. Massage can free these emotions and at this point; simply allowing yourself to cry, experience grief, or fully experience any other emotion Shiatsu (Japanese acupressure), neuromuscular re-education (deep massage of tense trigger that surfaces can be therapeutically valuable). Appropriate counseling can help resolve these past issues. When this process is allowed to come to an appropriate conclusion, individuals commonly take a significant step forward with respect to their overall wellness.

Note: If during the massage the ambient temperature of the room is too hot or cold for your comfort, please consider bringing this information to the awareness of your massage therapist. The massage should create a relaxing experience for you. If it is not it is to your benefit to take responsibility for suggesting modifications that might result in a more relaxing experience.

Biological Dentistry

Biological dentistry is an expansion of routine dentistry; it takes into consideration whether routine dental products, potential long-term infections of the teeth, and effects of dental work on the alignment of the jaw will affect overall health. Today, questions about the toxicity of dental restorative products and long-standing infections are facing the dental community to a growing extent and increasingly being investigated by the public.

Biological dentistry attempts to do you no harm by avoiding the use of potentially toxic materials in your mouth. Only biocompatible materials are placed in your mouth, and the procedures performed help reduce the toxicity of materials and infections. The move towards biological dentistry is a response to the assessment that many dental materials and long-standing infections have the potential to cause problems in the immune, nervous and energy systems of the body.

Claims have been made that removing certain types of materials, especially metals and chemicals found in fillings and root canals, has led to significant resolution of a variety of symptoms. These are

criticized by the dental societies, who believe that inadequate studies prevent sufficient proof of any claim. However, even anecdotal reports have garnered very little interest in these groups to fund studies.

The effects of traditional dentistry procedures on nerves and the immune system are not difficult to understand, if you consider that toxins and infections can create local inflammation that must constantly be dealt with by the immune system. The energetic effects are based on the theory and practice that each tooth is related to an organ or organ function elsewhere in the body. This theory states that interfering with a tooth by any disease process can affect a "linked" distant organ. This is consistent with the principles of acupuncture, which asserts that insertion of a needle along an energetic path or meridian can cause changes elsewhere in the body.

Osteopathic / Naturopathic Postural Therapy (Manipulation)

Appropriate osseous and/or soft tissue manipulation can be a critical aspect of a health optimization program. Manipulation involves active or passive techniques employed to improve your joint and skeletal structure and function.

Many factors can cause stress on our musculoskeletal system; the result is an imbalance in muscle, joint, and/or skeletal structure and function. The most common factors influencing our musculoskeletal system include physical trauma, overuse in work or recreational settings, poor posture and ergonomics, and biochemical changes resulting from poor nutrition, toxic exposure, infectious agents, or other influences. Our musculoskeletal system can also be compromised by mental/emotional trauma. Because of the many and varied factors that influence our musculoskeletal system, a wide range of clinical conditions can benefit from appropriate osseous and/or soft tissue manipulation.

Depending upon your individual health needs, osseous and/or soft tissue manipulation might be a stand alone treatment or part of a comprehensive protocol including diet and lifestyle modification, nutritional supplementation, detoxification, and counseling. Prior to undertaking osseous manipulation your health provider may evaluate you for fracture risk, infection, neoplasm, neurological dysfunction and other potential areas of concern. Your health provider may also utilize additional diagnostic testing and assessment techniques to determine the suitability of specific osseous and soft tissue manipulation techniques for your individual case.

As part of this osseous manipulation action step, your health practitioner may prescribe or use hot packs, heated towels, ice or ice packs, active and/or passive stretching, soft tissue manipulation or a variety of relaxation techniques to assist you in gaining greater benefits from the manipulation.

A palpable, sensitive area of soft tissue (muscle) can indicate an area of localized dysfunction or can be related to underlying functional challenges in one or several organ systems. When an area of soft tissue in need of treatment has been identified, appropriate treatment can be a critical component of restoring optimal wellness. Soft tissue manipulation is most commonly used to normalize soft tissue function prior to osseous manipulation and to promote or restore functional and postural integrity and balance. Soft tissue manipulation can assist with improved function in many areas of health because there are relationships between the healthy function of our internal organs and the structure and function of our musculoskeletal system. Soft tissue manipulation is also a valuable means to mobilize stored toxins, promoting physical and emotional detoxification.

Many different soft tissue techniques are employed in order to normalize muscle structure and

function. Direct pressure might be initiated at a pain point. Stretching and contraction of the muscle are also routinely utilized. Other soft tissue manipulation techniques can be employed depending upon your health practitioner's assessment of your individual needs.

You should ensure that you dress in appropriately comfortable clothing for this action step. If you have specific questions with respect to suitable attire for your visit, please contact your health provider for instructions. If at any point during the osseous and/or soft tissue manipulation you experience any pain or discomfort, please immediately notify your health provider.

Please advise your health provider of any emotions or past memories that may resurface during your treatment. Past experiences and the emotions associated with them can occasionally be 'locked' within our tissue as a form of memory. Generally, if this has occurred it indicates that for some reason we did not possess the health resources required to resolve these experiences in the past. As a result, our mind/body system has stored these experiences in our tissues. Bodywork can free these emotions, at which point appropriate counseling can help resolve these past issues. When this process is allowed to come to an appropriate conclusion, individuals commonly take a large step forward with respect to their overall wellness.

Note: If the ambient temperature of the room is too hot or cold for your comfort, please consider letting your health provider know.

Cardiovascular Intravenous Nutrition for Cardiovascular Disease Risk, Cancer and Immune Support

Cardiovascular Intravenous Nutrition is the treatment of choice to lower disease risk and minimize arterial plaque formation. Intravenous nutrients are used. It has been demonstrated that use of Vitamins B complex, B6, B12, Vitamin C, Folic Acid and trace minerals are very effective in preventing advanced disease and minimizing plaque formation. The sessions are usually 2 hours in length per treatment and a recommended 24 treatments is the typical protocol to lower risk markers down. Cardiac Risk Markers can include HSCRP, Homocysteine, Vitamin B12 B6, and Folic Acid Values, Lipids, Platelets, Fibrinogen and in some cases Neopterin.

Integrative Cancer Treatment

Integrative cancer treatment blends the best of conventional medical therapies with alternative therapies. At Health & Wellness Institute we utilize the following as part of cancer treatment:

- Intravenous Nutritional Therapy
- Intravenous Immune Enhancing Therapy
- Intravenous Vitamin C
- Intravenous Bio-Nutrients
- Homeopathic Autologous Vaccines
- Homeopathic Fractionated HSP Vaccines
- Homeopathic Fractionated Cytokine Vaccine

Website and Information (www.ehealthandhealing.com)

We are currently in the process of developing our information database for use online. There is current access to help information sites that will prove useful to you in your search for your health care needs. Please be patient with us as we are developing our site!

Learning about Health Can Improve Your Health

It has been our experience that by including health education in our work with our patients, their health improves more rapidly and completely than without it. We know this, not just from observing and surveying signs and symptoms, but from objectively monitoring both physiological and psychological indicators of health and aging status.

There is no alternative to your learning and more consistently practicing the activities of nutritious eating, proper rest and targeted exercise, sufficient recreation, constructive self-reflection, caring and truly supportive relationships, creative expression and fulfilling vocation. Each of these disciplines are absolutely essential to health. There is no alternative to them. No pill nor therapy can ever remove the ill effects of: overly processed, synthetic, chemically altered foods; insufficient exercise; insufficient rest and recreation; negative self-talk; worry and fear; low self-esteem, resentment and conflict in your relationships and unsatisfying or even distressing work.

Health education along with proper support enhances the effectiveness of virtually all medical therapies. By learning to optimize your own health you assist health professionals in their efforts to help you. Feeling better about the choices you make will improve both your adherence to the steps you choose and the results you are likely to achieve.

Patient Checklist - Let's Get Started!

There are a number of forms that you must complete in the initial stages of working with our office. These forms help us to better understand your health concerns and objectives while working with our clinic. Similarly, they ensure that you understand our policies while we work together to optimize your health. We're happy to answer any questions you have.

CONSENT FORM

The consent form explains about the nature of entering a treatment program. Prior to beginning treatment, you'll need to sign this form.

OFFICE POLICIES AND PROCEDURES

To ensure that you understand all of our policies, we require that patients sign this form.

INSURANCE/PAYMENT INFORMATION

Taking care of this information at the beginning of our relationship allows us to focus on enhancing your health long into the future.

INTAKE FORMS

The intake forms gather general information so our healthcare team can take the first step in knowing you better. It includes your health history, noted symptoms, and primary health concerns.

Medical Release Form

Please send medical release to any physician that you have seen within the last 5 years. This will assist us in working up your case and developing treatment strategies.

Map and Directions

Check the map for directions or call us at 425.697.6112

Office Policies

What are your office hours?

Monday, Tuesday, Thursday, Friday 9am-5:00, every other Wednesday 9am-Noon and Every Saturday 9am-Noon

What is your cancellation policy?

We require a 24 hours notice for cancellations. If this is not done, there is a \$125.00 charge for the missed appointment.

What insurance plans do you accept?

Alternare, Uniform Medical Plan, United Healthcare, Cigna PPO and Cigna Great West, Aetna U.S. Healthcare, Premera Plans, KPS, First Choice, American Whole Health Network, Group Health, Regence (Dr Michael only). You are responsible to verify your own benefits, obtain a referral if necessary and pay for all services not covered. We cannot guarantee your benefits until we have processed your visit claims. We do not accept primary/secondary insurance, if that is what you have, you will be responsible to pay up front for the services you receive here or bill the secondary insurance yourself, and we will give you a fee slip that you can send it to your insurance company. This does not guarantee reimbursement by your insurance company. Medicare does not cover any of our services. If we are not specifically contracted with your insurance company, you may ask them if you have benefits for out of network naturopathic care. Also, remember that some insurance companies may put limitations on how often you can receive naturopathic or osteopathic care.

What are your fees? (Fees are subject to change)

First office call \$300.00
Return office call \$200.00
First Cancer office call \$400.00
Return Cancer office call \$300.00
Phone Consult \$150.00 (30 minutes on special arrangements)
GYN/Physical exams \$150.00
Postural Corrections \$125.00
Injections depending upon therapy
Intravenous therapy, vaccines, Bio-homeopathic immuno-therapy
(Prices vary with therapeutic design)

*If you have an HSA account or flexible spending plan, be sure to check what benefits you have available

What is your emergency procedure?

If you have a medical emergency, you need to call 911. If you have a health concern that is not an emergency, but needs an immediate response, you may page your physician through our answering service. There is an additional \$75 dollar charge for this service.

How does your scheduling work?

First office visits are usually about an hour long, and the waiting list is 2 weeks. Return visits are usually about 30 minutes long, and the waiting list is 5-7 days. Emergencies are scheduled within 1-2 days depending on severity.

What do I need to know before my first visit?

When coming in for your first visit, you will need to bring in copies of your medical records, as well as lab results performed within the last 6 months. It would be helpful if you could come in 15 minutes early to fill out paperwork.

If you have any further questions, you may e-mail me at: info@hwifc.com

Insurance Information

What are some of the insurance policies?

Many companies offer an out-of network and in-network plan. In other words, if the provider that you want to see is not contracted with the insurance company, they will pay up to 70%. Whereas, if the provider you selected is contracted, then they will pay up to 95%.

There are deductibles on most plans as well. These deductibles can range from \$200-\$500 per person, per calendar year. Deductibles are renewed each year and you will not have access to your insurance benefits until they are met. After you have paid your deductible, then your insurance will cover their percentage.

Many insurance plans are no longer covering at 100%. You will find that you may receive a monthly statement from your physician for the balance of the service charge that was not covered. Your patient responsibility will range from 30%-40% depending on your plan.

Another thing to remember, is that referrals may be necessary. In other words, before you go to a specialist, you may need prior authorization from your insurance company first. If this is required, but not obtained, you are subject to paying the entire fee for your visits with the specialist.

Pharmacy items and some lab testing are not covered by insurance companies.

Thank you for choosing Health & Wellness Institute as you personalized health care provider



Health & Wellness Institute

5603 230th St SW Mountlake Terrace WA 98043
425-697-6112

Date: _____

Name: _____ Email address: _____

Address: _____ City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____

Date of Birth: _____ Age: _____

Person to Contact in Case of Emergency

Name: _____ Relationship: _____

Home Phone: _____ Work Phone: _____

How were you referred to us? _____

Is it ok to leave messages on your home/cell or work voicemails?

Is it ok to send you emails or faxes?

Insurance Information (does not apply for out of pocket services or clients)

Insurance company:

Insurance Address (on back of card):

Insurance Phone number (on back of card):

Policy Holder/Subscriber:

Are you the Subscriber, Spouse or Child?

Policy holder's date of birth:

Policy holder's Insurance ID number:

Insurance Group number:

Did you verify your benefits with your insurance company?

Do you understand that you will be responsible to pay your copay, deductible and any uncovered costs once your visit claim has been processed through the insurance?

Do you understand that you are ultimately responsible for all charges and that payment must be received on the date of service?

There will be a \$125 charge for missed appointments unless 24 hour notice is given.

Patient Signature: _____

Patient Name: _____



Health & Wellness Institute

What are your most important current health concerns?

What are your most important health problems?

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____

Current Medications:

Current Supplements (List all vitamins, minerals, herbs, etc):

Name and phone number of primary care physician: _____

When was your last physical exam? _____

Women: When was your last pap smear? _____ If you have ever had abnormal results please specify what and when: _____

Your Health History (Please check if you have this medical condition currently or have had in the past):

- ___ Alcoholism
- ___ Allergies
- ___ Anemia
- ___ Arthritis
- ___ Asthma
- ___ Bladder Disease
- ___ Cancer
- ___ Colitis
- ___ Diabetes
- ___ Pneumonia

- Glaucoma
- Tuberculosis
- Sciatica
- Emphysema
- Epilepsy
- Gout
- Heart Disease
- Herpes
- High blood pressure
- Liver disorder
- Psychological disorder
- Bronchitis
- Severe physical injury
- Multiple sclerosis
- Skin disorder
- Stroke
- Thyroid disorder
- Venereal disease
- Drug addiction
- Hemorrhoids
- Kidney disease (stones)
- Pancreatitis
- Herniated spinal disk
- Gall stones
- Ulcers
- Intestinal parasites
- Autoimmune disorder

Females Only:

- Endometriosis
- Ovarian cysts
- Fibrocystic breasts
- Uterine Fibroids
- Cervical dysplasia
- Menstrual irregularities

Family Health History (Please note any significant medical conditions, especially cancer, heart disease, diabetes, high blood pressure, allergies, asthma, autoimmune disease, psychological disorders, thyroid disorders):

Mother: _____

Father: _____

Brothers: _____ Sisters: _____

Grandparents: _____

Children: _____

Symptom Survey (If these symptoms do not apply, then leave them blank. If the symptoms apply to you, then put a check on the line that applies)

Chest

- Persistent cough
- Coughing up mucous
- Spitting up blood
- Wheezing
- Difficulty breathing
- Pain on breathing
- Shortness of breath
- Chest pain on exertion

Mouth and Throat

- Sore throat
- Sore tongue
- Bleeding gums
- Gingivitis
- Thrush
- Enlarged tonsils
- Hoarseness

Neurological

- Fainting
- Seizures
- Paralysis
- Muscle weakness
- Numbness
- Tingling
- Memory loss
- Headaches

Breasts

- Do you self-exam?
- Lumps
- Pain or tenderness
- Nipple discharge

Eyes

- Impaired vision
- Eye pain
- Excessive tearing or dryness

Ears

- Impaired hearing
- Discharge from ear
- Ringing in ear
- Earaches
- Dizziness
- Excessive earwax

Musculoskeletal

- Joint pain/stiffness
- Bursitis
- Tendonitis
- Low back pain
- Muscle aches or cramps
- Bruising easily

Urinary

- Increased frequency
- Blood in urine
- Dark color of urine
- Pain during urination
- Incontinence

Nose and Sinuses

- Nose bleeds
- Nasal stuffiness
- Sinus infections
- Pain or tenderness in face
- Nasal discharge
- Post-nasal drip

Neck

- Lumps
- Swollen glands
- Goiter
- Pain or stiffness

Skin

- Psoriasis
- Lumps
- Color change
- Eczema
- Boils
- Rashes
- Hives
- Acne

Males Only

- Testicular Pain
- Enlarged prostate
- Penile discharge
- Penile sores
- Testicular lumps

Carbohydrate Metabolism

- Crave sweets
- Irritable if a meal is missed
- Feel tired or weak if a meal is missed

- Dizziness when standing suddenly
- Headache if meal is missed
- Feel tired an hour or so after eating
- Heart Palpitations
- Feel shaky at times
- Over-sensitive to sugar
- Mood swings
- Anxiety or nervousness
- All symptoms worse if a meal is missed
- Need coffee for energy
- Sudden sleepiness
- Irritability or quick temper
- Headaches relieved by eating
- Symptoms appear 1-2 hours after eating

GI

- Abdominal cramps
- Burping or gas
- Blood in stool
- Undigested food in stool
- Mucous in stool
- Nausea
- Vomiting
- Stomach bloating after eating
- Heartburn or indigestion
- Gassiness in upper abdomen
- Diarrhea
- Constipation
- Suspected food allergies
- Feeling of food sitting in stomach
- Fullness after small amount of food

How many bowel movements per day? ____

Female Reproductive

- Bleeding between periods
- Pain during intercourse
- Painful menses
- Heavy menstrual bleeding
- Vaginal discharge
- Vaginal itching or burning
- Menopause/Hot flashes
- PMS. If yes, describe

Difficulty conceiving

Type of birth control: _____

Endocrine

- Depression
- Dry, flaky skin
- Fatigue

- Poor concentration
- Excessive coldness
- Difficulty losing weight
- Headaches
- Brittle nails that break easily
- Swelling around ankles
- Thinning hair

Hospitalization and Surgery (Date and type of illness/surgery):

Special Imaging Studies (Please list any CT scans, MRI, X-rays, EKG):

Do you experience acute or chronic stress Y N If yes, please describe:

Exercise: Please describe what type, duration, and how often you exercise:

Energy: On a scale of "1 to 10", "1" being the absolute lowest energy, while "10" being the absolute best energy, rate your general energy level: _____

Have you used tobacco in the past? Y N If yes, then for how long and how much? _____

Are you currently using tobacco? Y N If yes, how much? _____

Do you get enough sleep? Y N How many hours/night? _____

Do you have trouble falling asleep? Y N Do you awaken well rested? Y N

Do you wake in the night? Y N If yes, how often? _____

Have you at any time taken antibiotics for a prolonged period of time? Y N

If yes, please indicate the length of time: _____

Women: Have you ever experienced frequent vaginal yeast infections? Y N

If yes, how often does it occur? _____

Have you taken birth control pills in the past? Y N

If yes, when and length of time: _____

Have you taken prednisone or other cortisone-type drugs? Y N

If yes, when and length of time: _____

Have you had athlete's foot, ringworm, or other chronic fungal infection of the skin or nails? Y N

Do you get more than two colds a year? Y N

When you get a "cold" does it take longer than 1 week for it to resolve? Y N

Do you have any chronic infections? Y N

Frequent low-grade fevers? Y N

Cold sores or fever blisters? Y N

Have you ever had "Mono"? Y N

Women: At what age did you have your first period? _____
If you are not menstruating, when was your last period? _____
Do you have a regular menstrual cycle? Y N
How many days are in your cycle? _____
How many days does your period last? _____
How many times have you been pregnant? _____
How many times have you given birth? _____ Dates: _____
Were there any birthing complications? Y N
If yes, please describe: _____

For the liquids, please list how many 8 ounce cups per day or week.

Water: _____ Juice: _____ Milk: _____

Coffee (regular or decaff): _____ Tea: _____

Alcohol: _____ Soda: _____ Other: _____



Health & Wellness Institute

Informed Consent to Naturopathic Medical Treatment

I, (print name) _____ request care from Dr. John Catanzaro, Dr Michael Corsilles, Dr. Carrie Miller, Washington State Licensed Naturopathic Physicians. I have sought health care of my own free will and hereby authorize the performance of diagnostic procedures and treatments as recommended by my physician. My physician will appropriately educate me and answer all my questions with regards to all recommended treatments/procedures. I will be informed of the nature and character, anticipated results, recognized alternative forms, recognized serious possible risks and complications, anticipated date and time of all proposed treatments/procedures. I understand that I can refuse consent to all proposed treatments/procedures at any time. I understand that each person reacts differently to treatments/procedures, therefore, the expected results of said treatment cannot be guaranteed. I have been advised of all estimated costs of said treatments/procedures.

Naturopathic Medicine utilizes natural therapies in order to restore one’s health and natural balance. These therapies include the following: Blood Draw, Trigger Point Injection, IV therapy, Osteopathic Manipulation, Physical/GYN Exam, Specialized Injections, Vaccine Administration, LDA Therapy, AllergyEasy Therapy, Growth Hormone Injection, Zadaxin Administration, Specialized testing through urine, blood or stool specimens, Homeopathy, Herbal Medicine, Nutrition Counseling, Vitamin Supplements, Prescriptions, Natural Hormone Therapy, Integrative Cancer Therapy.

Regarding cancer treatment, our physicians specialize in integrative cancer treatment and are not to be mistaken for traditional oncological treatment. Integrative oncology utilizes immunotherapeutic vaccine and advanced naturopathic therapies. For conventional/traditional oncological treatment, I understand that I must consult my M.D. Oncologist.

With this knowledge, I voluntarily consent to treatment by the physicians of Health & Wellness Institute. I have read and understand all of the above.

Health Care Provider Obtaining Consent

Date Signed

Signature of Person Giving Consent

Date Signed

Health & Wellness Institute Diet Diary

Date:

Foods Eaten Record Day 1

How did You Feel After Eating This day? (fatigued, bloated, retaining fluid allergy symptoms, headache)

Any Changes In Bowel Movement (Diarrhea, constipation, undigested food in the stool)

Additional Comments

Health & Wellness Institute Diet Diary

Date:

Foods Eaten Record Day 2

How did You Feel After Eating This day? (fatigued, bloated, retaining fluid allergy symptoms, headache)

Any Changes In Bowel Movement (Diarrhea, constipation, undigested food in the stool)

Additional Comments

Health & Wellness Institute Diet Diary

Date:

Foods Eaten Record Day 3

How did You Feel After Eating This day? (fatigued, bloated, retaining fluid allergy symptoms, headache)

Any Changes In Bowel Movement (Diarrhea, constipation, undigested food in the stool)

Additional Comments

Health & Wellness Institute Diet Diary

Date:

Foods Eaten Record Day 4

How did You Feel After Eating This day? (fatigued, bloated, retaining fluid allergy symptoms, headache)

Any Changes In Bowel Movement (Diarrhea, constipation, undigested food in the stool)

Additional Comments

Health & Wellness Institute Diet Diary

Date:

Foods Eaten Record Day 5

How did You Feel After Eating This day? (fatigued, bloated, retaining fluid allergy symptoms, headache)

Any Changes In Bowel Movement (Diarrhea, constipation, undigested food in the stool)

Additional Comments

Health & Wellness Institute Diet Diary

Date:

Foods Eaten Record Day 6

How did You Feel After Eating This day? (fatigued, bloated, retaining fluid allergy symptoms, headache)

Any Changes In Bowel Movement (Diarrhea, constipation, undigested food in the stool)

Additional Comments