

Navigating Your Experience

You booked your appointment, now what? The naturopathic doctors practicing at Wellness Minneapolis have put together this guide to help you navigate your experience.

Naturopathic Doctors practicing out of Wellness Minneapolis use a medical records software system called Charm. You will receive an email from Charm inviting you to create your account. This will be your medical records portal. Please save the link to Charm and remember your username and password. This will be the communication method for you and your doctor.

Inside Charm you will find a few questionnaires waiting for you. These are your new patient forms and **your doctor requests they be completed at least 48 hours prior to your appointment.**

For technical support with Charm please contact them directly 1- 855- 571- 5557

New Patient Appointment (Initial Visit)

Average Duration Adult 1.5 hours/Pediatric 75 mins

This appointment is our chance to understand the current framework of your health and begin the process of treatment planning. During this visit lab work will likely be ordered. You will leave this visit with an individualized Phase 1 treatment plan. This plan will be based on your history and our clinical assessment of your needs. This plan will include a variety of recommendations all tailored to you.

Prior to your initial appointment:

- Gather all supplements and medications you are taking so you can bring them to the visit.
- If you have outside lab work we request that you upload it to Charm to be reviewed prior to your visit or bring copies to the appointment that your provider can keep.

******Pease let your doctor know if you are bringing in extensive lab work as there may be a medical review fee of \$40.******

The medical record review fee may be waived if the review requires less than 5 minutes of attention. Basic screening labs from the previous 1-2 years can generally be reviewed in less than 5 minutes while multiple specialized labs or 2+ years of labs for a chronic health condition require more than 5 minutes of attention.

Cost

The cost of the new patient visit is \$300 for an adult and \$250 for a pediatric visit. With labs and supplements added to the visit the average range is \$250-\$500.

What to expect after the Initial Visit

Your care is important to us. Your doctor will likely request to see you again in 4-6 weeks to review any lab work and check in about Phase 1 of your plan. We recommend scheduling this appointment at the completion of your initial visit as space is limited. To ensure your success in following through on the treatment plan we provide 5 messages in Charm between appointments. You may use these messages to coordinate the logistics of your treatment plan with questions about scheduling labs, how to follow through on recommendations, etc. After each visit you will be provided an additional 5 messages to help coordinate your care. Messages

in Charm will be returned within 5 business days. If you require a more expedient response to your question please call the clinic to schedule a 15 minute check in call with your provider (\$40). If you have questions about new concerns please schedule either a check in call or follow up appointment. We are a small practice and often cannot accommodate quick replies to urgent concerns. Urgent concerns are directed to urgent care or the emergency department.

Payment

Payment is due at the time of service. We do not accept insurance but we can provide you with a superbill to submit directly to your insurance company. Let your provider know that you would like the insurance forms during your visit. We can accept HSA and FLEX funds and can provide you with a letter of medical necessity if required. Reach out to your provider via Charm if you require a letter.