

PATIENT HANDBOOK

(Version 16.06.16)



Vaughan Integrative Medicine
1301 W. Wendover Ave, Ste A
Greensboro, NC 27408
336-808-3627

Appointments Required

Vaughan Integrative Medicine is committed to healing the whole person -- body, mind, and spirit -- using the best of conventional medicine and proven alternative and complementary therapies. Our intention is to support patients wanting to make substantive lifestyle changes by educating, empowering, and leading.

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VERSION UPDATE LOG

Version 13.02.12 – Release Date – February 12, 2013

Version 13.02.15

- Format Changes
- Removed NVC Logo from Cover
- Removed Notes Page

Version 13.02.18

- Updated Preparation Information for All Appointments
- Updated Patient Portal Information
- Added PATIENT DASHBOARD section

Version 13.04.08

- Updated Hyperlinks
- Added Page 2 Graphic
- Updated 2013 Friday Openings
- Updated On-Call Information
- Updated Letters of Medical Necessity
- Added Bills from SOLSTAS/Quest Diagnostics section
- Added Insurance/Medicare Card to Addendum VI
- Corrected Typos
- Updated Patient Portal Information

Version 13.07.02

- Updated INSURANCE section
- Updated Phone Directory
- Updated VIM HOURS OF OPERATION/OFFICE CLOSINGS section
- Removed NVC fax number
- Updated NVC HOURS OF OPERATION/STORE CLOSINGS section
- Added ADDENDUM VIII – Current Medications List
- Updated YOUR MEDICATIONS section
- Updated Chelation Therapy sub-section
- A variety of other minor updates

Version 13.08.06

- Updated ADDENDUM VIII – Current Medications List
- Updated All Appointments sub-section
- A variety of other minor updates

Version 14.02.03

- Removed STAFF INTRODUCTIONS section
- Removed THE NATURAL VITALITY CENTER section
- Updated TELEPHONE, EMAIL AND FAX CORRESPONDENCE section
- Updated LABS section
- Updated LAB RESULTS section
- Updated CANCELLATIONS/RESCHEDULE REQUESTS section
- Added IV THERAPY section
- Updated FEES AND PAYMENTS section
- Updated All Appointments sub-section
- Updated Continuing Care/Follow-Up Appointments sub-section

- Updated IV Appointments sub-section
- Added Viral IV sub-section
- Updated LAB PREPARATION section
- Updated PATIENT DASHBOARD section
- Updated PATIENT PORTAL section
- Updated FDA web address in ADDENDUM VII
- A variety of other minor updates

Version 16.6.16

- Updated VIM HOURS OF OPERATION/OFFICE CLOSINGS section
- Updated CANCELLATIONS/RESCHEDULE REQUESTS section
- Updated All Appointments sub-section
- Updated Continuing Care/Follow-Up Appointments sub-section
- Updated LABS section
- Updated New Patient Follow-Up/Lab Consultation sub-section
- Updated IV THERAPY section
- Updated Patient Commitment Page
- Updated OUR COMMITMENT section
- Updated phone directory
- Updated APPOINTMENTS section
- Updated LETTERS OF MEDICAL NECESSITY section
- Updated MEDICAL RECORDS REQUESTS section
- Updated INSURANCE section
- Updated FEES AND PAYMENTS section

WELCOME TO VAUGHAN INTEGRATIVE MEDICINE

Vaughan Integrative Medicine is committed to healing the whole person--body, mind, and spirit--using the best of conventional medicine and proven alternative and complementary therapies. Our intention is to support patients wanting to make substantive lifestyle changes by educating, empowering, and leading. This is achieved by determining how a particular individual's body functions and developing a plan involving Therapeutic Lifestyle Changes (TLC) in order to:

- 1) Optimize the functioning of the individual's body
- 2) Avoid or treat disease by living a healthier lifestyle, and
- 3) Slow the aging process from the inside out.

Balance, Health, and Vitality. These are the three words that define Vaughan Integrative Medicine.

VIM CONTACT INFORMATION

Vaughan Integrative Medicine
1301 West Wendover Ave, Suite A
Greensboro, NC 27408.
Email: info@vaughanintegrative.com

Phone: 336.808.3627 (Directory Below)
After Hours: 336.601.3664
Fax: 336.808.3628

We are located at “The Park on Wendover” on the eastbound lane of Wendover Avenue, past Battleground Avenue, just beyond the Grecale Street exit.

As a small, independent practice, we do not have a dedicated telephone operator. Due to the volume of calls we receive on a daily basis, we have implemented an automated system to help us serve you. Please take a moment to listen to the greeting if you are uncertain of what extension you need to reach. Be assured that voicemail messages are reviewed several times throughout the day, and our staff works diligently to address your needs in as expedient a manner as possible. Most non-urgent issues are usually resolved within two business days. Messages left after 4:00 p.m. may not be addressed until the following business day.

Helpful Hints For Navigating Our Phone System

- Press *4 to replay the entire greeting
- Press *7 if you find you've accidentally pressed the wrong prompt.
- Press *8 to dial another extension if you dialed the wrong one.

Directory: For a quick reference, please note the *daytime* menu below.

- All New Patient Inquiries – (Chris Eller) Extension 13
- All Appointments (Taron Murray) – Extension 15
- Billing, Records or other General Questions (Amie Sharpe) – Extension 10
- General Practice Information – Prompt 6
- Medical Staff/Nurse Line – Extension 14
- Chris Eller: Patient Liaison – Extension 13
- Todd Humphrey: Practice Manager – Extension 12
- Prescription Refill Requests – Call your pharmacy, and have them fax us a refill request.

VIM HOURS OF OPERATION/OFFICE CLOSINGS

Our regular office hours* (“business days”) are:

- Monday: 8:00 a.m. to 5:00 p.m.
- Tuesday: 8:00 a.m. to 5:00 p.m.
- Wednesday: Closed †
- Thursday: 8:00 a.m. to 5:00 p.m.
- Friday: 8:00 a.m. to 5:00 p.m.
- Saturday & Sunday: Closed

Our *after hours* on-call staff is available to answer your medical questions each business evening from 6:00 p.m. to 9:00 p.m. and from 8:00 a.m. to 9:00 p.m. on Wednesdays, weekends, holidays, and when the office is closed due to inclement weather. Simply call 336.601.3664. If you leave a message during that time, someone will return your call within two hours. Messages left outside of these hours will likely not be addressed until the next on-call cycle. *Prescription refill requests will not be addressed until we return to the office on the next business day.* Please see the [YOUR MEDICATIONS](#) section for additional information about prescription refills.

* For additional information about our *business days*, see the [CANCELLATIONS/RESCHEDULE REQUESTS](#) section.

† The office will be closed to all patients on Wednesdays except for scheduled Thermascan and New Patient Orientation appointments.

2016 Holidays & Events:

- Closed **Friday, January 1, 2016** in observance of the New Year’s Day Holiday
- Office open 8:00 a.m. – 5:00 p.m. on **Wednesday, May 25**
- Closed **Friday, May 27 – Monday, May 30** in observance of the Memorial Day Holiday
- Closed **Friday, July 1 – Monday, July 4** in observance of the Independence Day Holiday
- Office open 8:00 a.m. – 5:00 p.m. on **Wednesday, July 6**
- Office open 8:00 a.m. – 5:00 p.m. on **Wednesday, August 31**
- Closed **Friday, September 2 – Monday, September 5** in observance of the Labor Day Holiday
- Office open 8:00 a.m. – 5:00 p.m. on **Wednesday, September 7**
- Come see us at the Natural Triad Health & Wellness Show on **Saturday, October 22!**
- Closed **Tuesday, November 8** for Election Day!
- Office open 8:00 a.m. – 5:00 p.m. on **Wednesday, November 9**
- Office open from 8:30 a.m. – 1:00 p.m. on **Wednesday, November 23**
- Closed **Thursday, November 24 through Sunday, November 27** in observance of the Thanksgiving Holiday
- Office open 8:00 a.m. – 5:00 p.m. on **Wednesday, December 21**
- Closed **Friday, December 23 – Sunday, January 1, 2017** in observance of the Christmas and New Year’s Holidays

Additional office closings or delayed openings due to inclement weather or other unforeseen circumstances will be communicated on the home page of our website at www.vaughanintegrative.com, on our social media sites, on the [Patient Portal](#), and on the [Patient Dashboard](#).

POLICIES AND PROCEDURES

In order to provide you with the highest level of service, we have a number of policies and procedures that we ask you to follow. A great deal of effort, attention to detail, and time is needed for us to deliver this type of care. Over the years we have refined our policies and procedures; below is an outline of these policies and a clarification of what we can and cannot do on your behalf. Please review these policies very carefully.

PRIVACY POLICY

This office strives to be fully HIPAA compliant. If you have not received a copy of our privacy policy, we would be happy to give a copy to you. Questions or concerns may be directed to Patient Liaison, Chris Eller.

USE OF PERFUMES, COLOGNES, SCENTED LOTIONS, AND TOBACCO PRODUCTS

Perfumes and colognes today aren't made from flower or plant extracts. They're made from more than 4,000 different toxic chemicals, 95% of which come from petroleum. Many of our patients and staff are highly sensitive to perfumes and chemicals, including residual toxins from tobacco products. For this reason, we ask that you please refrain from wearing perfume, cologne, aftershave or scented lotions when visiting our office, and that you please refrain from smoking the day of your appointment. You may be asked to reschedule your appointment if you fail to do so. (Please see [CANCELLATIONS/RESCHEDULE REQUESTS](#) section for more information.)

TELEPHONE, EMAIL AND FAX CORRESPONDENCE

Because of our integrative approach to healing and health, we believe that nothing can replace an office visit when it comes to explaining treatment, going over test results, answering your questions, and making plans for care. *As a result, it is our office policy that such issues are never discussed in detail by phone, and we will not initiate new therapy, alter the existing plan of care or change prescriptions by phone.* Instead, we require an office visit.

Likewise, we do not manage your care by fax or email correspondence. You may send written status reports or updates via the Patient Portal or by fax, but if any significant changes in your condition have occurred, we will require that you be seen in the office. (Please see [PATIENT PORTAL](#) section for more information.)

If you find that you have an issue that you believe needs immediate attention, we respectfully ask that you utilize only one contact person per day, especially if you have multiple questions. Our efficiency decreases when requests for information are duplicated across our staff. Our efforts are duplicated and more time is required to resolve your issues. Please be aware that repeated calls or emails to multiple staff members may result in additional billing. (Please see [FEES AND PAYMENTS](#) section for more information.)

Because we have a relatively small staff, it is very likely that you may have to leave a voicemail. When doing so, please make sure to leave detailed information about your concern instead of just requesting a call back. This enables us to expedite the resolution of your issues and concerns. Voicemails are checked throughout the day, and most non-urgent issues are resolved within two business days or less.

Our administrative staff members (Amie at extension 10, Chris at extension 13, Taron at extension 15, and Todd at extension 12) are happy to relay any information confidentially to the appropriate staff member, ensuring that your question or need is addressed in a timely manner (and often more quickly than if you were to leave a voicemail with our medical staff members, as they are assisting patients who are in our office during the day).

LETTERS OF MEDICAL NECESSITY

There may come a time when a medication or procedure recommended by one of our practitioners requires a letter of medical necessity by either your insurance company or your FSA/HSA/HRA administrators, and we are happy to provide this as a service to our patients. The amount of time and paperwork required to accomplish this is often substantial, and fees will be charged for work by our staff on your behalf, based on the time and complexity of the task. The minimum fee is usually \$25. (Also see [FEES AND PAYMENTS](#) section.)

MEDICAL RECORDS REQUESTS

Requests for medical records may be made at any time by you, another physician, or even an insurance company. We will **not** release this information without your prior written approval. Medical records often require a significant amount of resources to research, print, and mail or fax copies. **For this reason, we ask for a lead time of 30 days.** The NC Legislature regulates the fees for medical record requests (NC statute 90-411). The minimum fee for this service is \$10, which we will require as an initial deposit/payment via credit card. Additional fees are as follows: \$0.75 per page for the first 25 pages, \$0.50 per page for pages 26-100, and \$0.25 per page for pages 101 and beyond. All records created by our office in connection with your medical care are property of Vaughan Integrative Medicine, and originals remain in our office for auditing purposes. We cannot release records that were not created by our office (i.e. lab work or office notes created/ordered by other physicians and/or medical facilities). Records are destroyed after seven years of an inactive patient status.

YOUR MEDICATIONS

Prescription refills are generally written during your office visit. If you find that you have a refill request between office visits, please have your pharmacy fax your request to 336.808.3628. We require three business days to process prescription requests, so please make sure not to wait until you have run out of your prescription before you call your pharmacy.

Our physicians may still require an office visit to authorize your refill request. Furthermore, North Carolina state law restricts the issuing and refilling of certain prescription drugs. Controlled drugs require an in-person office visit for a prescription to be issued. An office visit is also necessary for us to prescribe medications not originally prescribed by us or not related to the specific diagnoses that we are currently treating.

Please note: If you cancel your appointment, any prescriptions that need refill authorizations will be denied until you are seen in the office.

INSURANCE

We believe the people most qualified to make decisions about your health are you and a well-informed, trusted medical practitioner, and not an insurance corporation or government entity. It is because of this belief that our partnership is with **you**--and not with insurance companies or Medicare, so we are considered both an **Out of Network** Provider and a **Non-Assigned, Opt Out** Provider. ***Medicare does not reimburse for services we provide in our office; nor does any Medicare Advantage Plan.***

We require payment in full for each visit upon check-out. Your invoice will reflect the billing and coding information for the services performed so that you may file with your insurance company for reimbursement. Just be aware that any reimbursement would be considered at the OUT OF NETWORK level. In most cases, insurance reimbursement checks are mailed directly to you. Occasionally, an insurance company will inadvertently send a check made payable to us. When this happens, we will deposit the check and credit your account for that amount. If you would prefer to have the amount sent directly to you, we will send a check back to the insurance company (a \$25 administrative fee will apply), and you will need to contact them to reimburse you directly.

By choosing to partner with our practice, any requirements set by your insurance provider are your responsibility. This includes prior authorizations, requests for additional information, appeals for non-covered services, etc. Your insurance company understands this, and requests for information will usually be mailed to you with an Explanation of Benefits (EOB). If, by some chance, the insurance company determines that they made an overpayment, you will be responsible for reimbursing the insurance company.

Tips to help you maximize your understanding of your insurance policy.

1. Know your benefits! Ask your benefits administrator:
 - a. “Do I have out-of-network benefits?”
 - b. “What is my benefit for an out-of-network SPECIALIST OFFICE VISIT?”
 - c. “Is SOLSTAS/Quest Diagnostics considered In-Network for my plan? If not, who is your preferred free-standing laboratory?” (Then make sure to let us know.)
 - d. “What is my benefit for In-Network labs?”
 - e. “What happens if an Out-of-Network provider orders lab work, but I have them drawn and processed at a SOLSTAS/Quest Diagnostics lab?”
 - f. “What is my benefit for Out-of-Network labs?”
 - g. “What Out-of-Network services require pre-authorization?”
 - h. “How do I get a copy of my policy?”
2. Know what you’re paying for! You can ask your benefits administrator whether a Non-Network lab or service fee “exceeds, or is within reasonable and customary amounts” (use the pricing sheet provided at Orientation). This way you will have a better understanding of what your out-of-pocket expenses will be.
3. Remember that Non-Network claims have to be SCANNED and KEYED before they are automatically processed by your insurance company’s computerized system. If your EOB doesn’t match up with your invoice, call your benefits administrator and ask them to “pull the claim image” and compare it with what you submitted. There may have been a keying error. You can ask them to “resubmit the claim for reconsideration.” You can also appeal a denial for reimbursement of services.
4. Know that federal law requires that your insurance company (a) process your claim and (b) communicate the determination of reimbursement (via EOB) within 30 days of the receipt of your claim. (Most claims are processed within 15 days.)

LABS

The insurance industry, along with the Center for Medicare and Medicaid Services, has long dictated the billing and coding procedures for American medicine. For lab work, as well as for services like x-rays and MRIs, there are two billing components: a technical component and a professional component. Independent lab companies charge for the technical component (the drawing and processing of the specimen). The doctor/practitioner who ordered the labs then must interpret the results and determine a course of therapy. The time involved making this interpretation and determination comprises the professional component, and is done outside of the time spent with the patient during his/her office visit.

A SOLSTAS/Quest Diagnostics Lab technician is on site at VIM. This frees up our nursing staff to serve our patients more efficiently, and gives those with insurance coverage the option of having the technical component (lab processing fee) filed directly by the lab company. In doing so, the insurance company may reduce a patient’s out of pocket costs by reimbursing (or paying entirely for) the technical component. Our professional interpretation fee is minimal: \$35 for the first five labs, plus \$5 for each additional lab, up to a maximum fee of \$100. Insurance does not reimburse for the interpretation fee.

Alternatively, we work very hard to have competitive pricing so that labs drawn and processed in our office are at least comparable (and are often cheaper) than charges by freestanding laboratories. The charge for labs processed in our office includes both the professional and technical components, similar to most other physician's offices that run their own lab work.

Occasionally, a patient may indicate a desire to have labs drawn, processed and reviewed prior to their follow-up appointment. In these cases, one of our practitioners must first review the patient's chart to determine which labs are appropriate. A Chart Review Fee of up to \$100 may be assessed to make this determination. **Please Note:** Our office may be unable to anticipate every lab, as information exchanged during the office visit may reveal that additional lab work is necessary.

You will have three options for lab billing. The three-tier system is as follows:

Tier 1: Labs Drawn and Billed by Our Office (Out of Network)

If you do not have insurance, you will most likely benefit from having your labs processed in our office. Prices for our most common labs are generally about 1/3 of what a freestanding lab will charge. A venipuncture fee of \$20 is charged in addition to the lab fee. **NOTE: This is also the option utilized for specialty labs ordered by our physicians.**

Tier 2: Labs Drawn in Our Office and Billed by SOLSTAS/Quest Diagnostics/Filed with your Insurance

If SOLSTAS/Quest Diagnostics is In-Network for your insurance plan, you may wish to have the lab bill your insurance company. We will get a copy of your insurance card(s) and our SOLSTAS/Quest technician will draw the blood, prepare it for the lab, and have a courier pick it up from our office. Our office will bill a Professional Interpretation Fee (which can range anywhere from \$35 to \$100). SOLSTAS/Quest Diagnostics will bill your insurance company for the technical component.* **NOTE: Medicare does not reimburse for labs ordered by our physicians; neither do any Medicare Advantage Plans.**

Tier 3: Labs Drawn and Processed Outside of Our Office

In rare circumstances, you may wish to have your labs drawn outside our facility. In this case, we will generate a paper order (like a prescription) that you may take to the lab of your choice. Once we receive your results, they will be scanned into our system and hand-keyed into your chart before being assigned to your physician. Our office will charge a \$75 Administration Fee to cover the additional staff time required. A Professional Interpretation Fee of \$35-\$100 will also apply (total minimum fee of \$110).*

* We cannot guarantee that labs ordered from our practice are covered by your insurance policy. You may receive a bill from the lab company for the balance of charges over and above the amount your insurance company pays. The lab will hold you financially responsible for this amount.

Bills from SOLSTAS/Quest Diagnostics

You may receive a bill from SOLSTAS/Quest Diagnostics for the balance of charges over and above the amount your insurance company pays. The lab will hold you financially responsible for this amount.

Occasionally, you may receive a bill from SOLSTAS/Quest Diagnostics before your insurance has made a determination. You'll be able to recognize when this happens because 1) the bill will make no mention of your insurance and 2) the bill will seem astronomically expensive--often several hundred dollars, or even over \$1,000. **DO NOT PAY THIS BILL!** Instead, call Amie at extension 10 as soon as possible so we may assist you in resolving the matter.

LAB RESULTS

In most cases, you **WILL NOT** be contacted by our office staff if your lab results fall within normal limits and no therapy changes are required. Instead, your secure, encrypted results will be made available for you on the [Patient](#)

[Portal](#). We will discuss results with you in detail at your next scheduled appointment, during which you may also receive printed copies.

If results indicate a *minor adjustment* to your therapy, you will be contacted and instructed how to adjust your therapy. If results indicate *significant adjustment* to your current therapy or require an initiation of *new therapy*, you will be contacted to schedule an in-office appointment with Dr. Vaughan, Dr. Ingram, or another member of the medical staff.

If you prefer to receive printed copies of your lab results prior to your next appointment, we are happy to provide them at your request. Simply call Amie at ext 10, or send us a note through the Patient Portal. If you wish to have your results discussed in detail prior to your next scheduled appointment, you may schedule a [Lab Consultation Appointment](#).

APPOINTMENTS

Appointments are structured to provide you with the time you need. Due to the extensive information that is provided and the complexity of the health issues seen in this office, it is not uncommon for appointments to run 20-30 minutes behind schedule. Please take this information into consideration when planning your other obligations. A good rule of thumb is to plan to be in the office at least 45-60 minutes *beyond your expected appointment end time*.

We consider ourselves to be a consultative/specialty practice, and not an urgent care center or concierge practice. All appointments are scheduled in advance, including appointments for [IV THERAPY](#). Occasionally, we may be able to accommodate a walk-in, but it's always best to call ahead first to avoid an excessively long wait. In the event that an urgent issue arises and we are not able to see you immediately, we recommend that you contact your primary care physician or an urgent care center, who can then call us if our input is needed.

CANCELLATIONS/RESCHEDULE REQUESTS

If you need to cancel or reschedule an appointment, we require a minimum notice of two business days or 48 hours (whichever is longer). During weeks with a federal or state holiday we require a minimum notice of one week. (See [HOURS OF OPERATION/OFFICE CLOSINGS](#) section.) Patients who fail to cancel or request a reschedule with the required notice will be charged the greater of \$125 or 50 percent of the office visit charge for the first missed appointment. If a second late cancellation, request for reschedule, or missed appointment occurs, a missed appointment fee equivalent to the office visit charge will be assessed (\$197 minimum), and the patient may be required to make a non-refundable deposit to secure future appointments.

After three cancelled, rescheduled or missed appointments, we may choose to discontinue providing you with medical care (see [PATIENT COMMITMENT](#) section).

VIM offers automated appointment reminders to assist our patients in avoiding missed appointment fees; however, the responsibility to notify us of cancellations or reschedule requests remains that of the patient. Patients are opted in to text reminders as a default, but reminders are also available via automated voice and email upon request.

IV THERAPY

To ensure that your IV ingredients are fresh and optimal for your therapy, we only keep a very limited supply in stock. Additionally, in order to comply with the laws that regulate compounding pharmacies, many of our IV ingredients are compounded *per patient appointment*. This means that we order IV supplies especially for you. For us to do so, we must forecast your needs and order the appropriate ingredients about 10 days in advance of your scheduled IV appointment.

Since our IV suite is limited to five chairs, having an increased demand for IVs also requires that we schedule appointments carefully so we are able to accommodate as many patients as we can. This is why it is important that you let us know about a need to cancel or reschedule your appointment as soon as possible. We request a lead time of at least three business days so that we have an opportunity to offer open reservations to other patients.

Taking into account the information above, we have implemented the following policies for our IV appointments:

- Most IV appointments must be scheduled 10 days in advance. If you need an IV sooner, we'll make every effort to accommodate your request, but there may be an additional \$25 fee to acquire additional supplies expediently.
- Requests to reschedule IV appointments must be made a minimum of two business days in advance, and appointments must be rescheduled to occur within two weeks of the original appointment. Otherwise, the appointment is considered cancelled.
- Patients who request to cancel an appointment with a notice of less than one week will be billed a restocking fee equivalent to the greater of \$75 or 50% of the cost of the IV.
- Patients who request to cancel or reschedule an appointment with a notice of less than 24 hours, and patients who fail to show for an appointment will be billed the full cost of the scheduled IV.

FEES AND PAYMENTS

All office fees are payable in full at the time of each visit. We accept cash, checks, and VISA, MasterCard, and Discover Cards. If a check is returned by a bank to VIM for any reason, the person receiving the benefit from the returned check is responsible for repayment to VIM within thirty (30) days. A \$30 fine will also apply. We routinely audit our accounts to ensure accuracy of your invoices. While it is rare, we occasionally find that a billing error may have resulted in your either being overcharged or undercharged. In these cases, your account will be credited if you were overcharged. If you were undercharged, we will send an invoice for the balance due.

We have separate fees for work performed on your behalf between office visits. This work may include reviewing reports, making and receiving calls (such as to and/or from other health care providers, insurance companies, pharmacies, home care agencies, etc.), and preparing paperwork that may be needed. The fees will be charged based on the time and complexity of the task. (Examples: Pre-authorization for tests and medications will usually result in a \$75 fee being charged to you. A Chart Review Fee of up to \$100 may be assessed for lab orders generated outside of an office visit. A letter of medical necessity usually generates a \$25-\$75 fee.)

Messages via email have been helpful for many of our patients as a way to provide updates on current health status or to ask questions of our *administrative staff* (i.e. appointments, records, billing, and practice management). These types of communication are wholly appropriate for this technology, and we encourage our patients to utilize it whenever possible. Occasionally, patients may have more complex questions that require the expertise of our *medical staff*. When significant time is involved in evaluating and responding to these consultation requests, a fee of \$15.00 will be assessed for every 5 minute increment for these services. This allows us to continue offering email as an option for patient communication. This fee applies only to patients' health-related questions between office visits. There is no charge for brief questions with simple answers (such as yes, no, etc.) or for requests for other administrative tasks. **NOTE:** The Patient Portal replaces the use of all email correspondence. (See [PATIENT PORTAL](#) section.)

APPOINTMENT DESCRIPTIONS AND PREPARATION INFORMATION

The following information defines a number of the different type of appointments offered at VIM, and how you should prepare for them.

All Appointments (Standard Preparation)

Regardless of the type of appointment, please take the time in advance to:

- verify your current medications and supplements by reviewing them on the Patient Portal (see [PATIENT PORTAL](#) section).
- make note of any changes by completing the **Current Medications List** (see [ADDENDUM VIII](#)).
- make a list of any questions you wish for us to address during your office visit.

We also ask that you bring:

- your multi-vitamin bottle.
- your troche pack(s) and/or HRT cream container(s) if you are on hormone replacement therapy (HRT) so we can verify the correct dose of your current regimen.
- your insurance card(s) with you if you wish to have your lab work filed with your insurance (see [LABS](#) section).

Always plan to arrive 15 minutes prior to your scheduled appointment time to complete any additional forms that may be required for check-in.

Annual Physicals/Pap & Breast Examinations

These appointments generally occur every twelve months, and should ideally be scheduled in the morning, as fasting labs are often required. (Other labs may also be required. Please see [LAB APPOINTMENTS](#) section for more preparation information.) In addition to the standard preparation discussed above, patients should prepare for these appointments by completing/updating a [Medical History Form](#). Plan to arrive 15 minutes early for us to process your paperwork and to collect a urine sample.

Breast Thermography (Thermascan)

A Thermascan is a safe and promising tool for detecting the conditions that could fuel the growth and spread of breast cancer. In this way, it can help you pick up a potentially cancerous process long before a breast tumor actually develops and becomes a threat. Also known as breast thermography, digital infrared imaging, or infrared mammography, this leading-edge technology involves no direct contact, no pain, and no radiation exposure. Breast thermography provides a color-coded "fingerprint" of the breast. If the pattern appears to be normal, then future scans should show the same pattern. Any change in this pattern is a cause for concern and may be followed by specific measures to improve breast health and eliminate possible early indications of breast cancer.

The physicians in our office require that women on Hormone Replacement Therapy have annual Thermascans. They also recommend breast thermography for women as follows:

- Baseline at age 25, then every 5 years to age 40
- Every other year from ages 40 to 50
- Every one-to-two years ages 50 and up

Special preparation is required. See [ADDENDUM I](#) for more information.

CASP Appointments

A central aortic systolic pressure (CASP) measures blood pressure at the level of the heart as opposed to at the level of the arm. This measurement provides a far more accurate picture of the health of the cardiovascular system. Until recently the only way to acquire a CASP was through a costly and invasive surgical procedure called a femoral catheterization. Today this measurement is now possible in our office with a device known as the CMI CASPro, which allows us to measure the pressure at the heart non-invasively and at a very low cost. The sensor fits around the wrist and records a pulse wave that is then evaluated by computerized mathematical models. The appointment only takes about 30 minutes. Special preparation is required. See [ADDENDUM II](#) for more information.

Chelation Therapy

Chelation has been used for many years to treat people who have been exposed to high levels of heavy metals. The food you eat, the water you drink, and the products you use every day have heavy metals in them. Most Americans' bodies contain heavy metals – along with other toxins like pesticides, solvents, PCBs and dioxins. While each of the heavy metals has a slightly different effect, they may cause or contribute to:

- Altered metabolism
- Asthma and chronic lung disease
- Cancer
- Damaged immune system
- High blood pressure
- Neurodegenerative disease
 - Alzheimer's Disease
 - Multiple Sclerosis
 - Lou Gehrig's Disease
- Psychiatric illness
- Atherosclerotic cardiovascular disease
 - Heart attack
 - Stroke
 - Peripheral vascular disease
 - Congestive heart failure
- Kidney and liver damage
- Reproductive system diseases
- Skin disorders

The time for chelation appointments generally varies from 75-105 minutes. Preparation for your chelation appointment is critical, and you must follow the prescribed preparation exactly as described on the documentation provided by our office. If you follow the instructions provided in your documentation, your appointment should go smoothly. If you fail to follow the instructions, your appointment may be delayed or cancelled, and you may incur fees for time spent by the IV technician and for materials used to prepare your IV. (See also [IV APPOINTMENTS](#) Section.)

Chelation patients must complete a [Health Update Form](#) prior to each appointment. We recommend you arrive at least 15 minutes before your appointment to avoid delays in getting you started on time.

Continuing Care/Follow-Up Appointments

Continuing care/follow-up appointments are generally 45 minutes in length, and are usually scheduled every three, six, or twelve months (depending on your individual needs). If a case is very complex or if more data has to be reviewed, then more frequent or longer visits may be scheduled by either you or Your physician. We request that you plan to arrive at least 15 minutes prior to your appointment time.

When you check in, we will ask you to review a printed list of your current medications and supplements for accuracy. Please take the time in advance to verify your current medications and supplements on the Patient Portal and write down any changes or corrections on a "Current Medications List" (see [YOUR MEDICATIONS](#) section). Doing so will speed up this process in the office. Also upon check in, you will be asked to complete a "VIM Lab Questionnaire" and a "Medical Symptoms Questionnaire" (aka MSQ). The Lab Questionnaire provides us with information pertinent to lab interpretation. The MSQ assists the medical staff in reviewing each body system, thus ensuring a more thorough examination. To save time, you can complete the MSQ online via the Patient Portal.

Heavy Metal Testing

See [CHELATION THERAPY](#) and [IV APPOINTMENTS](#) Sections

Infrared Sauna

Far infrared is a section of the natural band of light that is not visible to the human eye, but can be felt as heat. Unlike the high heat produced in traditional saunas, far infrared heat is able to penetrate the body to a depth of 1.5 to 2 inches. This stimulates the body's cellular detoxification process more effectively and at a lower temperature than a traditional sauna. Session length is customized for you, with a maximum time of 30 minutes daily. Sauna is great for:

- Combating toxic overload
- Relieving stress, anxiety and depression
- Enhanced immune health
- Weight control
- Improved cardiovascular conditioning
- Pain relief
- Chronic fatigue
- Fibromyalgia
- Brain Fog
- Rheumatoid Arthritis

Injection Appointments

In most cases, no preparation is required for these appointments. Please call ahead if you have preparation questions.

IV Appointments

All successful IVs begin with good hydration. Make sure to drink plenty of water the night before and the day of your appointment, and avoid meals containing high amounts of salt or MSG. The time for these appointments generally varies from 75-105 minutes. We recommend you arrive at least 15 minutes before your appointment to avoid delays in getting you started on time. Additional, specific preparations are noted below.

- **Chelation via Calcium EDTA**
Calcium EDTA is a synthetic amino acid, first approved for the treatment of lead toxicity by the FDA in 1953. It pulls out lead, cadmium, tin, arsenic, nickel, aluminum and some other heavy metals. This IV can usually be administered in about an hour. Additional preparation is required. See [ADDENDUM III](#) for more information.
- **Chelation via Magnesium disodium EDTA**
Magnesium disodium EDTA is another version of the same amino acid as the Calcium EDTA, with the added benefit that it stimulates bone growth and enhances reversal of osteoporosis. This chelation drug is widely used to treat cardiovascular disease. The time for these appointments is either 105 minutes (1/2 dose) or 3 hours (full dose). Additional preparation is required. See [ADDENDUM IV](#) for more information.
- **Glutathione**
Glutathione is an antioxidant that participates directly in the neutralization of cell-damaging free radicals and reactive oxygen compounds, as well as in the maintenance of other antioxidants like vitamins C and E. It is used in protein synthesis, amino acid transport, enzyme activation, and in building and repairing DNA. In other words, every organ in the body is supported by glutathione, especially the brain and liver. Our physicians recommend glutathione IVs for patients who are sensitive to fragrances or other odors, for patients with liver problems, and for patients who feel toxic or chronically tired. Glutathione is the brain's favorite antioxidant, so it is excellent for the treatment of any neurological disease. This IV can usually be administered in about 30 minutes. No additional preparation is required.
- **Iron**
Iron is an essential mineral. It is one of the components of hemoglobin, the substance in red blood cells that helps blood carry oxygen throughout the body. Without enough iron, your body cannot make hemoglobin, and you may develop iron-deficiency anemia. An iron IV is used to quickly replenish your body's supply of iron and correct your anemia when you cannot tolerate or absorb oral iron. This IV can usually be administered in about 90 minutes. No additional preparation is required.

- **Nutritional IV (AKA “Super-Immuno”)**

Packed full of vitamins and minerals, this immune-boosting IV is ideal as a treatment for pre- and post-operative procedures/hospitalizations, fatigue, and a number of other diagnoses. It’s also great for fighting off colds. Make sure to be well-hydrated and avoid consuming salty foods to help facilitate an easy venipuncture. This IV can usually be administered in about 90 minutes. No additional preparation is required.

- **Phosphatidylcholine**

The body uses phosphatidylcholine (PtdC) to make a neurotransmitter called acetylcholine, an extremely important driver for healthy brain and liver function and muscle control. PtdC makes up the outside of every single cell in your body. It also helps to detoxify chemicals in the body. Our physicians recommend PtdC IVs for patients who are toxic or polluted, for patients with liver disease, and for patients with neurological problems. This IV can usually be administered in about 30 minutes. No additional preparation is required.

- **Viral IV**

Similar to a Nutritional IV, but with much higher doses of vitamin C and other minerals, this IV is highly recommended for the treatment of most any acute viral illness, including the flu. It is usually given 1 - 3 times, sometimes in as many days. Occasionally, the effect is *complete resolution of symptoms* with the first IV; however, often it needs to be repeated the next day before symptoms will abate. Only rarely does it need to be given three times. Patients will be very thirsty during this IV, so we recommend that they bring a water bottle with them. This IV can usually be administered in about 90 minutes. No additional preparation is required.

Lab Appointments

All successful lab draws begin with good hydration. Make sure to drink plenty of water the night before and the day of your appointment, and avoid meals containing high amounts of salt or MSG.

When you check in, we will ask you to review a printed list of your current medications and supplements for accuracy. Please take the time in advance to verify your current medications and supplements on the Patient Portal and write down any changes or corrections on a “Current Medications List” (see [YOUR MEDICATIONS](#) section). Doing so will speed up this process in the office. Also upon check in, you will be asked to complete a “VIM Lab Questionnaire” which provides us with information pertinent to lab interpretation.

Additional preparation varies depending on the type of labs you are having drawn. See the [LAB PREPARATION](#) section for more specific examples.

Lab Consultation Appointments

When lab work is ordered during a continuing care/follow-up appointment, results often return to our office within two weeks (or less). In many cases lab results fall within normal limits, revealing continuing progress. In cases such as these, you will *not* be contacted by our office staff, though the results will be available for you to review on the [Patient Portal](#). We will discuss those results at your next scheduled appointment. ***Always continue any therapy regimen you are on unless we communicate that a change is necessary.*** If lab results require additional explanation or a change in therapy, your physician may require a lab consultation appointment. These appointments are generally 30-45 minutes in length, and require the same preparation as a Continuing Care/Follow-Up Appointment.

Mild Hyperbaric Oxygen Therapy (mHBOT)

Many health problems are caused by or result from chronic low levels of oxygen in the tissues. Under pressure, oxygen not only further saturates hemoglobin attached to red blood cells, but dissolves into the plasma, cerebrospinal fluid, and synovial (joint) fluid. When these fluids circulate near injured tissues, oxygen passes from them into dormant or injured cells, and speeds up healing and recovery. mHBOT sessions are generally 75 minutes in length. Our physicians strongly recommend mHBOT for broken or fractured bones, cardiovascular disease, concussion, depression or dysthymia, head trauma (any kind of bump on the head), memory loss, neurodegenerative disorders (MS or Parkinson's), sports injury, stroke, and pre- and post-surgery. Special preparation is required. See [ADDENDUM V](#) for more information.

New Patient Follow-Up/Lab Consultation

After the initial New Patient Evaluation, a 90-minute, four-week lab consultation/follow-up appointment with your physician is scheduled to discuss your progress and test results. This appointment is crucial, as it gives your physician the opportunity to fine-tune the treatment plan. Treatments that have been initiated (including supplementation/medications) are once again reviewed to ensure that you are experiencing the optimal benefits. We request that you plan to arrive at least 15 minutes prior to your appointment time.

When you check in, we will ask you to review a printed list of your current medications and supplements for accuracy. Please take the time in advance to verify your current medications and supplements on the Patient Portal and write down any changes or corrections on a "Current Medications List" (see [YOUR MEDICATIONS](#) section). Doing so will speed up this process in the office. Also upon check in, you will be asked to complete a "VIM Lab Questionnaire" and a "Medical Symptoms Questionnaire" (aka MSQ). The Lab Questionnaire provides us with information pertinent to lab interpretation. The MSQ assists the medical staff in reviewing each body system, thus ensuring a more thorough examination. To save time, you can complete the MSQ online via the Patient Portal.

New Patient Intake Appointments

We typically reserve two and 1/2 to three hours for New Patient Intake appointments so your physician may thoroughly discuss concerns, review history and medical records, and perform a physical exam. She will also review the patient's current supplements, medications and diet. For the most favorable treatment plan to be formulated, it is important that a completed [Medical History Form](#) and the past year's lab results be available during the visit. Unlike traditional medical practices working within the confines of 7-10 minute time slots, our physicians build an in-depth understanding of how to best treat each new patient, which requires taking time to listen and investigate. If you know someone who is interested in becoming a New Patient, please have them visit www.vaughanintegrative.com/newpatient for the most up-to-date information. See [ADDENDUM VI](#) for additional preparation information.

New Patient Orientation Appointments

Prospective patients begin their partnership with VIM by participating in a prerequisite two-hour group orientation. During that time, patients are introduced to every staff member of VIM to see how much support we provide as they begin this journey toward a healthier, youthful and more balanced life.

During orientation, prospective patients:

- Begin to experience what makes VIM unique in comparison with traditional doctors' offices and medical clinics
- Hear Dr. Vaughan's personal story of how she transitioned to an integrative approach, and learn why traditional medical treatments may not have worked for you
- Learn from Dr. Ingram how optimum nutrition is the key to whole-body wellness, particularly as it relates to reducing inflammation

- Learn how to determine whether a person has any food sensitivities or allergies, simply by adjusting their diet
- Learn how our practice operates (i.e. how to schedule appointments, how and when to request prescription refills, how to contact us with questions, how to maximize reimbursement from their insurance company and/or FSA/MSA/HRA, etc.)
- Learn what to expect over the first three to six months of their initial treatment plan (approximate cost, time commitment, etc.)
- Are assured of the variety of ways that we as a staff are committed to supporting them

Prescription Appointments*

Often, pharmaceutical prescriptions are written during continuing care/follow-up appointments. Occasionally, a prescription may expire prior to your next scheduled appointment, which may result in a request from your physician to schedule an appointment so that she can more properly manage your medication(s). These appointments may be abbreviated versions of a follow-up appointment, or they may serve as a standard continuing care/follow-up appointment.

Other prescriptions, such as controlled substances or bioidentical hormones, require an office visit every time they are to be written or renewed.

These appointments are generally 30-45 minutes in length, and require the same preparation as a Continuing Care/Follow-Up Appointment.

*See [YOUR MEDICATIONS](#) section for more information.

LAB PREPARATION

NOTE: This list is not exhaustive! If you are uncertain as to how to prepare, please call ahead.

- **CMP (Comprehensive Metabolic Panel):** Fast for 12 hours prior to your appointment. Consume only water, black coffee, or plain tea (no sweeteners or creamers)
- **DHEA[†]:** Skip your treatment that morning unless you have a late afternoon appointment. You need six to eight hours between the time you take your DHEA and the time we draw the lab.
- **Estrogen[†]:** Skip your treatment that morning unless you have a late afternoon appointment. You need at least eight hours between the time you take or apply your estrogen and the time we draw the lab.
- **Homocysteine:** Fast for 12 hours prior to your appointment. Consume only water, black coffee, or plain tea (no sweeteners or creamers)
- **Insulin:** Fast for 12 hours prior to your appointment. Consume only water, black coffee, or plain tea (no sweeteners or creamers)
- **Lipid Panel:** Fast for 12 hours prior to your appointment. Consume only water, black coffee, or plain tea (no sweeteners or creamers)
- **Testosterone[†]:**
 - *If you are on a topical therapy:* do not apply your treatment that morning unless you have a late afternoon appointment. You need at least eight hours between the time you apply your testosterone and the time we draw the lab.
 - *If you are on injection therapy, either:*
 - Schedule your appointment for **the day before** your weekly injection, or
 - Skip your weekly injection **the morning of your appointment**, and administer your injection after the lab draw.
- **Thyroid[†]:** Skip your thyroid medication that morning unless you have a late afternoon appointment. You need at least eight hours between the time you take your medication and the time we draw the lab.
- **NMR LipoProfile:** Fast for 12 hours prior to your appointment. Consume only water, black coffee, or plain tea (no sweeteners or creamers).
- **Progesterone[†]:**
 - *If you are on a topical therapy:* you will need to collect a saliva sample.
 - *If you are on an oral therapy:* skip your treatment that morning unless you have a late afternoon appointment. You need at least eight hours between the time you take or apply your progesterone and the time we draw the lab. If you take your treatment at night, you do not need to skip your evening dose.
- **PSA:** No sexual activity *of any kind* for 48 hours prior to your appointment.

[†] **Troches:** Many of our hormone therapies are delivered via troche. Labs **must** be drawn within a 6-8 hour window from your last dose. (For example: If you take your troche at 7:00 a.m., labs must be drawn between 1:00 p.m. and 3:00 p.m.) We will reschedule your lab draw if you have taken your troche outside of the required timeframe.

PATIENT DASHBOARD

An evolving feature of our website is the *Patient Dashboard*. This password-protected page is the entrance point where you, our valued patients, gain exclusive access to documents, news, and the Patient Portal (see the [PATIENT PORTAL](#) section). You can reach the Dashboard login by either clicking on the “Established Patients Click Here” button on our home page, or by going directly to www.vaughanintegrative.com/patient.

The username for the Dashboard is **patient**, and the password is **vitality**.

PATIENT PORTAL

As we continue in our efforts to provide you with the highest quality of care, we are constantly looking for new methods of partnering with you to ensure that you are fully involved in the improvement and maintenance of your health and vitality.

To that end, we are proud to offer you the opportunity to use the power of the web to track all aspects of your health care through our office. Many convenient features enable our patients and office staff to communicate in a more efficient manner. Through the Patient Portal, you can:

- Keep track of appointments
- Access and view lab results
- Send and receive messages directly to and from staff
- Update demographic information
- Request medical records
- Submit a request for a form or letter
- Keep track of prescribed medications and supplements



Most of these features are also available on a free mobile application you can download to your smartphone. The application is called *Healow*, and is available on the App Store for iPhone and on Google Play for Android devices. Once you've installed the application, you can find us using our unique practice code, *IICIAA*, or by searching for "Vaughan Integrative Medicine"



The portal is, by far, the best way for you to communicate updates and non-urgent questions and concerns. In most cases, simple questions that can be answered "yes" or "no", and issues that don't require a significant portion of your physician's time will be answered via the portal. Otherwise, she may require that we schedule a phone consult or follow-up office visit.

Because it is more secure and complies with HIPAA guidelines, the Patient Portal replaces the use of *all email correspondence*.

Note: There is an option to "Pre-Register" on the Portal sign-in webpage. That option is for PROSPECTIVE PATIENTS only. Please do not pre-register if you are already an established patient.

You must maintain an active email account to be eligible for Portal usage, as all notifications regarding Portal updates are communicated via email. You may not receive important information about your treatment if you do not ensure that VIM has your correct email address on file.

To sign up for the Patient Portal, simply contact any of our VIM staff. Once you have been assigned a username and password, you will receive an email with instructions for logging in.

See [ADDENDUM IX](#) for additional Patient Portal FAQs

THREE FINAL NOTES

1) Dr. Vaughan has a web log! You can access her blog directly at www.drvaughan.com, or by clicking on the **Dr. V's Blog** link on our website homepage, www.vaughanintegrative.com.

2) This document could not possibly cover all details of our practice and only serves as a general guide. Because circumstances change, updates to the VIM Patient Handbook will occur periodically. We will communicate notification of those updates via the Patient Portal.


3) We welcome your feedback and/or suggestions! If you find a typo or discrepancy in a document, if something is unclear, or if there's something that you'd like for us to add to a document or to our website, please contact Chris via phone (336.808.3627 ext 13) or via the Patient Portal.

OUR COMMITMENT

Making lifestyle changes and breaking old habits can be challenging for even the most resolved individual. You're going to need a dedicated support network. Here at Vaughan Integrative Medicine, you have it! Simply stated, our intention is to support patients wanting to make substantive lifestyle changes by *educating, empowering, and leading.*


More specifically, we commit to:


- **Listen first** – *How you feel* is as integral to your treatment plan as the result of any lab or physical examination.
- **Partner with you** – When the going gets tough, we get tougher!
- **Guide compassionately** – There is definitely a learning curve applied when living a functional, balanced life. We will be patient *and* direct with you.
- **Model good health** – We know the value of having positive role models. We commit to walking the walk. Feel free to speak with any of us about our individual journey to wellness.
- **Hold you accountable** – As partners with you, our staff will remind you of the treatment plan you have been prescribed and encourage you, as needed, to follow through with it.
- **Stay current** – Our staff stays informed of the latest breakthroughs in functional and integrative medicine through conferences and workshops, professional forums, medical journals, etc.
- **Practice within the scope of our expertise** – There may be times when the complexities of certain conditions reach beyond our knowledge and experience. We commit to communicate that to you if necessary, and refer you to trusted specialists who may be better equipped to treat you.
- **Maintain aggressive/competitive pricing** appropriate for the high quality and standard of products and services we offer.
- Rather than focusing on what's wrong, **this branch of medicine focuses on what's right** ... and strives to help improve upon that, thereby helping the body return to its proper balance.

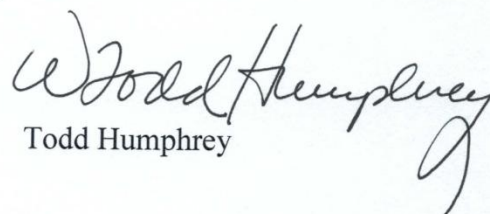

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ADDENDA

ADDENDUM I – Breast Thermography

- See the [Preparation for Thermascan](#) document for preparation instructions.

ADDENDUM II – CASP

- Arrive with your completed [Save1Heart™ Medical History Form](#), or come early to complete the form.
- Do not eat food or drink caffeine 1 hour prior to the test.
- Arrive well hydrated, having drank 8 oz of water before testing.
- Wear a short-sleeve shirt, or one with loose push-up sleeves.
- Wear flat-heeled shoes; no high heel shoes or boots.
- Refrain from alcohol, exercise, or sexual activity 1 hour before testing.
- Wear loose-fitting clothes/no spandex.
- Bring a complete list of your medications and supplements, including their dosages.
- Turn your cell phone off.

ADDENDUM III – Calcium EDTA/Heavy Metal Testing

- Preparation instructions are essentially the same for both the Calcium EDTA and Heavy Metal Testing. See the [Preparation for CaEDTA](#) and [Preparation for HMT](#) forms for additional information.
- Sometimes the process of chelation can make your blood sugar drop, and we want to help you avoid this complication. Please eat breakfast and/or lunch, whichever is appropriate for the appointment time.
- Bring a snack and some water with you. We do have complimentary fruit juice, and we offer several nutritional protein/meal replacement bars which are available for purchase at the office.
- If any of the following minerals are included in your supplement regimen, skip them for 24 hours prior to your appointment:
 - Calcium
 - Chromium
 - Copper
 - Iron
 - Manganese
 - Molybdenum
 - Multi-vitamin
 - Zinc

ADDENDUM IV – Magnesium disodium EDTA

- Sometimes the process of chelation can make your blood sugar drop, and we want to help you avoid this complication. Please eat breakfast and/or lunch, whichever is appropriate for the appointment time.
- Bring a snack and some water with you. We do have complimentary fruit juice, and we offer several nutritional protein/meal replacement bars which are available for purchase at The Natural Vitality Center.
- If any of the following minerals are included in your supplement regimen, skip them for 24 hours prior to your appointment:
 - Calcium
 - Chromium
 - Copper
 - Iron
 - Manganese
 - Molybdenum
 - Multi-vitamin
 - Zinc

ADDENDUM V – mHBOT

- You can learn more about mHBOT by visiting our website at vaughanintegrative.com/mHBOT.
- Additional preparation instructions/information is listed below:
 - Some medical conditions will require cancellation of your appointment: Ear pain or infection, common colds, bronchitis, sinus infections, sore throats, or dental abscesses.
 - We request that you wear 100% cotton clothing in the chamber.
 - Please limit cosmetic products, especially oil based products.
 - Avoid use of scented lotions or perfume on days you will enter the chamber.
 - Avoid use of tobacco for at least 2 weeks prior to entering the chamber.

ADDENDUM VI – What Do I Bring To My Intake Appointment?

- An open mind
- Completed [Patient Information Form](#) if you did not turn it in at Orientation
- Completed [Patient Medical History](#) if you did not turn it in at Orientation, including a detailed listing of all medications, supplements and vitamins.
- Completed [Elimination Diet Food and Symptom Diary](#)
- Completed [Elimination Diet Calendar](#)
- Your signed [Patient Commitment Form](#)
(or use the online form at www.vaughanintegrative.com/handbook)
- Picture ID
- Insurance/Medicare Card if you intend to use one for SOLSTAS labs
- Recent labwork within one to one and a half years (Optional)
- Small recording device (*Highly Recommended*, but Optional)
- A buddy/support person (*Highly Recommended*, but Optional)

ADDENDUM VII – Elimination Diet

The Elimination Diet is a dietary program designed to clear the body of foods and chemicals you may be allergic or sensitive to and, at the same time, improve your body's ability to handle and dispose of these substances. We have called this an "Elimination Diet" because we want you to remove certain foods and food categories from your diet for two weeks. The main rationale behind the diet is that these modifications allow your body's detoxification machinery, which may be overburdened or compromised, to recover and begin to function efficiently again. These dietary changes help the body eliminate or "clear" various toxins that may have accumulated due to environmental exposure, cigarette smoking, and the consumption of drugs, alcohol, or over-processed and/or genetically modified foods and beverages.

In our experience, we have found this process to be generally well-tolerated and extremely beneficial. There is really no "typical" or "normal" response. A person's initial response to any new diet is highly variable, and this diet is no exception. These differences may be attributed to physiological, mental, and biochemical differences among individuals, the degree of exposure to certain types of "toxins," and other lifestyle factors. *Most often, individuals on the elimination diet report increased energy, mental alertness, decrease in muscle or joint pain, and a general sense of improved well-being.* However, some people report initial reactions to the diet, especially in the first week, as their bodies adjust to a different dietary program. Symptoms you may experience include changes in sleep patterns, lightheadedness, headaches, joint or muscle stiffness and changes in gastrointestinal function. Such symptoms rarely last for more than a few days.

WHAT DO I HAVE TO DO?

A food and symptom diary is kept while on the Elimination Diet. Monitor your temperature, your urine pH (optional), and check your weight every day.

- Write down what and when you eat each day. Make a note about how you feel (physically and emotionally).
- Take your temperature as soon as your alarm clock sounds (*before you even roll out of bed*).
- Check the pH of your *first morning's* urination. (Optional)
- Record your weight *after your morning bowel movement and urination*.

After a period of two to three weeks, foods that have been avoided can be carefully re-introduced while maintaining a diary of symptoms. This re-introduction of foods is called the "challenge phase" of the Elimination Diet, and will be discussed below (see [CHALLENGE PHASE](#)).

FOODS/FOOD GROUPS TO ELIMINATE

- Sugar
- Wheat
- Dairy
- Corn (including High Fructose Corn Syrup)
- Foods processed with any of the above ingredients

YOU'RE NOT GOING TO STARVE!

Keep Reading!

WHAT DO I GET TO EAT TOMORROW?

Breakfast Options:

- Eggs and veggies! One or two boiled eggs, an omelet or egg-scramble with two to three egg whites and one to two egg yolks, with spinach, onions and mushrooms.
- Fruit and nuts! Blueberries, strawberries, blackberries, or apple slices with a small handful of pecans, almonds or walnuts.
- Leftovers! Protein and veggies from the night before make a great breakfast!
- Try a shake: *OptiCleanse Plus* or *i5* by Xymogen, or *Paleomeals* by Designs for Health

Lunch/Dinner Options:

- Large salad with lean meat/beans/nuts and your choice of dressing (as long as it is devoid of sugar, wheat, corn or dairy), plus one piece of fruit.
- Try a shake: *OptiCleanse Plus* or *i5* by Xymogen, or *Paleomeals* by Designs for Health

Dinner/Lunch Options:

- Two or three servings of cooked or raw low-calorie above-the-ground veggies, one serving of lean meat/poultry/fish/beans & nuts, and one piece of fruit. If you are stuffed after eating your protein and veggies, you can eat your fruit later on.

Snack Options:

- Fruits and nuts are great snacks (one handful of nuts per day). Stick to berries and apples.

WHAT SUPPLEMENTS DO I TAKE?

The Elimination Diet minimizes your intake of starches and sweets, so it is imperative that you take appropriate nutritional supplements. This is especially true of *magnesium*, which will be washed out of your body in your urine by the moderately high protein intake. You also need to be on a **GOOD multiple vitamin** to get adequate vitamins and minerals; especially *vanadium*, *chromium*, *manganese*, and *zinc*. These help minimize carbohydrate cravings.

Magnesium

A large percentage of the U.S. population does not get enough of the recommended daily allowance (RDA) of magnesium, though, according to many experts, even the RDA is too low to take full advantage of magnesium's powerful benefits. Reputed to be the "antistress" mineral, magnesium has been found to help ward off the formation of blood clots, lower blood pressure, prevent complications related to diabetes, assist in maintaining bone strength, and contribute to greater life expectancy by reducing the risk of heart disease and by limiting the effects of free radical damage. Additionally, we recommend the use of magnesium during the Elimination Diet as a natural sleep aid and to assist with regular bowel movements.

Dosage:

Sleep: 2 pills of *Magnesium Glycinate* 100 mg each before bed

Constipation: 2-3 pills of *Magnesium Oxide* 400 mg at bedtime.

If you have sleep and constipation issues, you may need both forms of magnesium. The only side effect of too much magnesium is diarrhea. If this happens, cut back.

WHAT PORTION SIZE IS RIGHT FOR ME?

Your portion of fish, poultry, beef, or vegetarian proteins will be the size of your palm (not your hand). The length, depth and width of your palm make up the appropriate serving size of protein for a meal. A proper fruit serving is the size of your fist. Low calorie veggies are unlimited in portion size. One half of your plate at each meal should be covered with these veggies. You can have as many, and as often, as you want.

FOOD CHOICES

Choose carbohydrate sources with a low glycemic index (glycemic index measures the ability of a food to raise your blood sugar). A good rule of thumb is that most non-starchy vegetables and fruit will measure low to moderate on the glycemic index. These foods are also rich in alkaline minerals and soluble fiber. While fresh, uncooked vegetables and fruits are especially good, frozen fruits and veggies can be used. Try to avoid canned vegetables. Also avoid canned or frozen fruit with added sugar. Avoid “junk foods” (cake, candy, cookies, etc.) and everything processed with High Fructose Corn Syrup.

Most cereals, breads, pastas, crackers and starchy vegetables (i.e. potatoes, corn, limas, peas) and very sweet fruits (i.e. bananas, dried fruits, orange and other juices) or too many grapes may raise your blood sugar too high, especially during an elimination diet.

Nutrition Facts	
Serving Size 1/2 cup (about 82g)	
Servings Per Container 8	
Amount Per Serving	
Calories 200	Calories from Fat 130
% Daily Value*	
Total Fat 14g	22%
Saturated Fat 9g	45%
Trans Fat 0g	
Cholesterol 55mg	18%
Sodium 40mg	2%
Total Carbohydrate 17g	6%
Dietary Fiber 1g	4%
Sugars 14g	
Protein 3g	

A quick way to determine if a food qualifies as having a low glycemic index is by looking at the label. Simply add the Fiber and Protein grams together and then subtract these numbers from the Total Carbohydrates. If the difference is less than 10, then you have a low glycemic food.

The label to the left shows 3 grams of Protein, 1 gram of Fiber, and 17 grams of Total Carbohydrates. $3 + 1 = 4$, and $17 - 4 = 13$

Thirteen is greater than ten, so this would NOT qualify as a low glycemic food source. Go to www.calorieking.com to see nutrition facts on all sorts of foods.

Choose protein sources that are low in saturated fat. Saturated fat directly contributes to higher levels of arachidonic acid, which promotes inflammation (see [FAQs](#)). Your best choices of protein are lean cuts of organic (free of hormones, antibiotics, etc) free-range meat, wild-caught fish, cage-free poultry, and legumes.

Choose fat sources high in healthy fats such as seeds, nuts, vegetable or olive oils. Taking a high-quality fish oil supplement (such as Omega 820 by Xymogen) helps to make sure you have healthy fats in your body. Avoid trans-fatty acids such as those in margarine, processed foods, regular peanut butter, baked goods and vegetable shortening. Avoid lard and butter; however, if you really enjoy the taste of butter, you can use clarified butter (also known as ghee), which is not pro-inflammatory.

For the rest of your life, emphasize fresh veggies (such as a big salad) as a part of at least one meal per day. Our physicians recommend that at least 50% of your food intake at lunch and dinner consist of low calorie, healthy vegetables.

A FEW MORE TIPS

- Always intend to balance protein, carbohydrate and fat at each of your three meals. Snacks of any of the allowed foods may be eaten during the day also.
- Eat slowly, and stop eating when you are full. If you have been conditioned to “clean your plate,” then use a smaller plate!

- When preparing food, raw is almost always best when preparing fruits and vegetables; however, they may also be steamed, grilled, broiled, baked, sautéed, microwaved or poached. Avoid deep fat frying completely.

CHALLENGE PHASE

After two to three weeks, you may begin to carefully re-introduce eliminated foods into your diet. *Weigh yourself in the morning* and then go out to lunch (or breakfast, or dinner) and have whatever you have been missing the most. Eat a BIG serving of it! Maybe it's wheat bread, pasta, corn, milk, or cheese. Challenge yourself with the *one* "forbidden food" that you've missed the most.

Don't have macaroni *and* cheese, or a wheat bread sandwich *with* cheese and ham. Choose ONE item that you really want, and challenge yourself with that item. Eat other foods that you know are okay for you. **WARNING:** Don't do this before an important presentation or meeting! You may experience all kinds of symptoms within 30 minutes to 4 hours. Some symptoms may develop over the next 24 hours. Just observe what happens, make notes in your journal, and take your morning temperature, weight, and urine pH (optional).

Food Sensitivity Symptoms

Symptoms can vary depending upon a number of variables including age, the type of allergen (antigen), and the amount of food consumed. Outside of an elimination-type diet, it may be difficult to associate the symptoms of an allergic reaction or sensitivity to a particular food because the response time can be highly variable. For example, an allergic response to eating shrimp will usually occur within minutes of consumption, often taking the form of a rash, hives, asthma or a combination of these symptoms. In contrast, the symptoms of an allergic reaction or sensitivity to cow's milk may be delayed for 24 to 48 hours after consumption; these symptoms may also be low-grade and last for several days. If this does not make diagnosis difficult enough, reactions to foods made from cow's milk may also vary depending on how it was produced and the component of the milk to which you are sensitive.

Typical symptoms of food sensitivities are:

- Allergy-type eye and nose problems (itchy eyes; runny or stuffed nose)
- Increased mucus production
- Nausea
- Diarrhea or constipation
- Headache
- Brain fog (problems concentrating and/or remembering things)
- Fatigue
- Joint stiffness
- Abdominal cramping, gas, and/or bloating
- Overnight weight gain

Note: The weight gain that you may experience isn't due to the calories in the single serving of the forbidden food. It's due to your body trying to dilute out a toxic food by retaining water weight. The symptoms indicate either: 1) a true *allergic* reaction or 2) a *sensitivity* reaction to the reintroduction of a food that your body doesn't like.

What Next?

Re-challenge yourself with another single food every 3 days. That will allow your body to recover from the first reaction/exposure completely. Keep good records of your reactions so that we can discuss them at your next office visit.

Be Encouraged

It's not that you'll never be able to eat wheat, or ice cream, or some other "forbidden food" ever again; rather, you WILL realize that YOU ARE WHAT YOU EAT. Maybe wheat (or dairy, or corn, etc.) won't bother you, and you can eat it more frequently. If it does cause symptoms, though, you'll be able to decide when, where, and how much wheat you want to eat. You may choose to eat an open-faced sandwich once a week, but choose not to have a regular sandwich every day.

Try this and simply do your best. If you "lose it" one day, just pick back up where you left off, keeping in mind that it takes about 72 hours for your body to completely detox from one day's consumption. If losing weight is one of your goals, you'll be happy to know that most people will lose 5-15 pounds without any drugs using this approach. If you exercise, you'll lose more weight. If it just doesn't work for you, then your physician will individualize your program more specifically at your office visit.

FREQUENTLY ASKED QUESTIONS (FAQs)

1. **Do I have to eat this way forever?** No. This is a short-term diet to identify food sensitivities. Later you may be able to liberalize your diet.
2. **When can I eat a REAL sandwich?** Next month.
3. **I hate eggs!** Consider a protein shake or bar (we have a great selection at NVC), leftover beans, chicken, turkey, steak, or salmon from the night before, or some nuts with fruit.
4. **What is inflammation?** Inflammation is the process that makes us get older. It causes hardening of the arteries, the redness around a cut on our arm, and arthritis. People who have obvious inflammation (such as those with Coronary Artery Disease, Multiple Sclerosis, Rheumatoid Arthritis or Lupus) should avoid as much saturated fat as possible. That is, they should not eat any cheese, fatty beef, or ANY pork. They should limit their use of oils to olive oil, ghee, coconut oil, flaxseed oil, borage oil, black currant seed oil, and hemp oil. All other vegetable oils should be avoided. Egg yolks and high fat dairy products should also be avoided, since these are pro-inflammatory.
5. **What are the best foods to reduce inflammation?** Coldwater fish including trout, salmon, anchovies and sardines all have good, anti-inflammatory fats in them. Walnuts and flax seeds also have fats that are anti-inflammatory; however, these need to be enzymatically converted to the better fats that are already found in coldwater fish. Some individuals' bodies are unable to do this efficiently. Therefore, we recommend that everyone eat a minimum of one to three servings of coldwater fish per week, or take a fish oil supplement containing high levels of EPA and DHA.
6. **What about mercury poisoning from eating all of this fish?** This is a very real possibility if you eat shark, tilefish, king mackerel and canned albacore or fresh tuna. Avoid these. The safest fish come from Alaska.

More information can be found on the FDA website:

<http://www.fda.gov/Food/FoodborneIllnessContaminants/Metals/ucm2006760.htm>.

7. I am really going to miss:

- A. **Spaghetti** – Put some organic tomato sauce (check your ingredient list first) on top of some steamed veggies or rice pasta. (We recommend Tinkiyada® Rice Pasta, which can be purchased at Earth Fare, Whole Foods, Deep Roots, and some other grocery stores like Harris Teeter and Lowes Foods.)
- B. **Pizza** – You are right. You can test it two weeks.
- C. **Hot Dogs** – If you want an *occasional* all beef hot dog, eat it. Remember, though, that this is a lifestyle change. Processed foods are less healthy than whole foods. We recommend leaving off the bun, or eating a gluten-free bun.
- D. **Chocolate Cake** – If you are a chocoholic, you *must* take the magnesium supplements! Chocolate cravings often indicate a magnesium deficiency. Try a small piece of very dark chocolate instead.
- E. **Beer/My Daily Martini/My Glass of Red Wine** – You are right. It's a sugar. Alcohol is not on this diet initially. Alcohol slows down your metabolism in addition to giving you a lot of empty calories. So, short term, no alcohol of any kind. Long term, there will be room for alcohol occasionally.
- F. **Butter** – Clarify your butter by taking a pound of unsalted butter and heating it to a slow boil for about 20 minutes. You may need to skim off the foam from the surface. The clear liquid portion (called ghee) which rests above the milk solids that sink to the bottom is perfectly good to use for flavoring or cooking. Pour off the ghee and store either in your refrigerator or at room temperature. Discard the milk solids. Ghee does not raise your cholesterol and is not pro-inflammatory.
- G. **A Biscuit at My Favorite Drive-Thru** – There is no room in this diet for biscuits. However, if you are caught in an absolute pinch, go by McDonald's and get a plain Egg McMuffin® (with no cheese, ham, or sausage). Throw away one of the slices of the English muffin. Figure out how to avoid this in the future.
- H. **Cheese** – Cheese and most dairy products are excluded from this diet for two reasons.
 - 1) Cheese has a lot of “bad fats” in it. In all honesty, cheese should probably only be used for seasoning as opposed to an entire meal.
 - 2) Many people do not realize that they have dairy allergies or sensitivities. If you exclude dairy foods from your diet for two to three weeks and then start reintroducing them, you may notice some subtle allergic reactions within 4 to 72 hours.
- I. **Bread and Pasta** – The same holds true for breads as it does for dairy products. Many people have wheat or corn allergies or sensitivities and do not recognize that their symptoms of fatigue, brain fog, heartburn or weight gain are due to their consumption of pasta, breads and cereals containing wheat or corn. Also, breads are much more highly refined than whole grain cereals and tend to raise your blood sugar quite rapidly. These should be avoided for the duration of your Elimination Diet.

Be Encouraged (Revisited)

The same goes for chocolate cake as it does for hot dogs, pizza, and many other things on this list. If you are in a situation and you really, *really*, *REALLY* want something... then go ahead and eat it. Enjoy it immensely! Watch for symptoms of sensitivities or toxicity afterwards. Do not beat yourself over the head. Get back into your routine the next day. You can always have anything you want, but if you eat too much of everything you want, you won't lose that weight (if applicable) or feel your best. What's more important to you – THAT chocolate temptation or taking care of the only body you're ever going to get? This is a lifestyle change. You want to learn to *accent* your life with these wonderful foods and not eat them every day.

Lastly, have fun with this. Think of it as a game. Discover what foods nourish you and what foods deplete you. You may unlock the door to treating whatever stubborn symptoms you have that no one could fix with a drug. And you may win the biggest prize of all: unlocking your door to getting healthy and younger.

ADDENDUM VIII – Current Medications List

- Please bring a completed [Current Medications List](#) detailing all your medications (regardless of who prescribed them), supplements, and other non-prescription remedies to each office visit so we can accurately review your regimen. The list should include the name of the prescription or supplement, the manufacturer of the supplement, the strength of the prescription or supplement, and how often you take the prescription or supplement (including the time of day you take it). If you take a multi-vitamin, please bring the actual bottle with you. We also ask that patients utilizing Hormone Replacement Therapy (HRT) bring their troche pack and/or cream to each appointment.

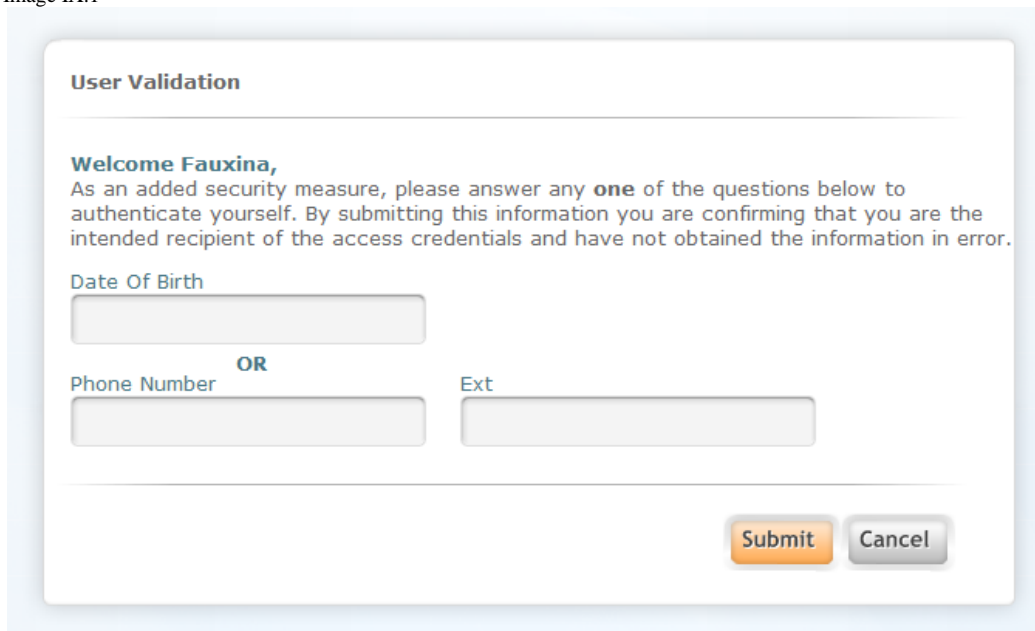
ADDENDUM IX – Patient Portal FAQ

We have tried to anticipate questions that users of the Patient Portal might have by creating the list below. If your question is not answered in this section, please contact Chris Eller at 336.808.3627 ext 13.

- Logging in for the first time

Logging in for the first time –When you sign up for a Patient Portal account, an email with your username and temporary password, along with a link to the Portal, will be automatically sent to the email address we have on file for you. When you log on to the Portal for the first time, you will be asked to provide user validation by either putting in your date of birth or phone number. (See Image IX.1)

Image IX.1



The screenshot shows a web form titled "User Validation". Below the title is a horizontal line. The text reads: "Welcome Fauxina, As an added security measure, please answer any **one** of the questions below to authenticate yourself. By submitting this information you are confirming that you are the intended recipient of the access credentials and have not obtained the information in error." There are three input fields: "Date Of Birth" (a single wide field), "Phone Number" (a single wide field), and "Ext" (a narrower field). The word "OR" is centered between the "Date Of Birth" and "Phone Number" fields. At the bottom right of the form are two buttons: "Submit" (orange) and "Cancel" (grey).

Once you have submitted the requested information, you'll be asked to reset your password and customize your security question. (See Image IX.2)

The next screen provides you with the eClinicalworks (our electronic medical records provider) and Practice consent forms. We recommend you review these consent forms thoroughly. Indicate you have read the forms (click to check the box), then click "Agree" to continue. (See Images IX.3 and IX.4)

Image IX.2

Reset Password

Congratulations, you have authenticated yourself.
Please select your new password.
[Refer Password Guidelines](#) to create secure passwords.

New Credentials

User Name

New Password

Confirm New Password

Customize your security question.

Security Question

Answer

Image IX.3

eClinicalworks Consent form Practice Consent Form

Online Communications Informed Consent

Instructions for Using Online Communications

You agree to take steps to keep your online communications to and from me confidential including:
Do not store messages on your employer-provided computer; otherwise personal information could be accessible or owned by your employer.
Use a screen saver or close your messages instead of leaving your messages on the screen for passersby to read and keep your password safe and private.
Do not allow other individuals or other third parties access to the computer(s)

Image IX.4

eClinicalworks Consent form Practice Consent Form

(ex. lab results, minor changes in supplement dosage, appointment updates, etc.) will be communicated to me via this Patient Portal, and I accept the responsibility to review that information and contact the office if I have questions. I understand that failing to review and comply with these treatment recommendations in a timely manner may delay the overall achievement of my health goals.

I understand that I must maintain an active email account in order to receive notices about information uploaded to the Patient Portal. I understand that I may not receive important information about my treatment if I do not ensure that VIM has my correct email address on file. I accept the responsibility to maintain current contact information with VIM.

I have read the consent form and the above information.

Agree Disagree



PATIENT PORTAL FAQ SECTION IS CURRENTLY UNDER CONSTRUCTION

PLEASE CHECK BACK FOR ADDITIONAL UPDATES

- Forgot password
- Request Appointments
- Request Refills
- MSQ

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PATIENT COMMITMENT

No matter how much support you have, nothing is as important as your own resolve! If you're reading this document, then you're making the first step... there will be many more. We ask you to commit to the following:

- **Own and take responsibility for your health** – It is important for you to realize that the life you live is your own, and that you have always had the control to choose to live it healthfully! This may be a new concept for you, so we ask you to embrace this philosophy. We will gently remind you of this, particularly when you find yourself struggling with changes you may be asked to make.
- **Be patient** – Nutritionally based, functional medicine is founded on principles of bringing your body back into balance and then keeping it there. Inasmuch as your body did not become imbalanced overnight, it may take some time before you feel optimum results. We ask that you bear this in mind, and be patient as you journey toward a more balanced, healthful lifestyle.
- **Keep an open mind** – Integrative medicine is a marriage of the best of both traditional and holistic (or functional) medicine. While our practitioners may implement some familiar, very traditional therapies for you, it is also quite likely that they may recommend some unfamiliar treatments or therapies. We ask that you remain open to these recommendations, as it is our belief that they are in your absolute best interest.
- **Be Compliant** – The quickest way to wellness is to closely follow an experienced practitioner who can guide you there. Your compliance with recommended protocols and therapies is the best way to maximize the wellness investment that you have decided to make today.
- **Keep appointments** – Our practitioners schedule your follow-up appointments in order to closely monitor your progress, properly manage your prescriptions, discuss your lab results, and answer any questions you may have about your treatment plan. If you find that you are unable to keep your appointment as scheduled, it is imperative that you notify us in a timely manner and reschedule your appointment (see [CANCELLATIONS/RESCHEDULE REQUESTS](#)). It may be necessary to reestablish you as a patient if more than 12 months lapse between appointments.
- **Maintain honest, open communication** – A successful partnership requires a transparent, free-flowing line of communication. We want you to feel secure enough to let us know when a treatment or therapy isn't working for you, or if you feel that a regimen we've asked you to adopt is too difficult for you.
- **Communicate feedback directly to our office** – While we strive for perfection, there are times when a patient just isn't satisfied with the service they've received. If you find yourself in that situation, we ask that you immediately contact our practice manager, Todd Humphrey, so that he may resolve your issue. It is our goal to delight you with the highest standard of patient care.

In my resolve to partner with Vaughan Integrative Medicine, I, _____ (printed name), hereby set my intention to take control of my own balance, health, and vitality. My signature below implies that I have fully reviewed the VIM Patient Handbook and that I understand and agree to the aforementioned policies and commitments.

(Signature)

(Date)