



Radiance in Health, Balance for Life

Dr. Ashley L. Russell

Welcome to our practice!

Please review our fees, communication policy, and informed consent. **The last two pages of this document will need to be filled out, signed, and brought to your first appointment.**

For your first visit, please bring all current medications and supplements, as well as copies of any relevant lab work or medical records.

Fill out your intake form via ChARM at least 48 hours prior to your first office visit. This will give Dr. Russell enough time to review your intake form prior to your visit. The online intake form takes approximately 30 minutes to complete.

Parking is available on the street or there are a few spots in the lot marked "Natural Health & Wellness Center". Please wait in the reception area at the top of the stairs and Dr. Russell will come out to receive you when she is ready. Help yourself to water or tea.



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Fees for Services

Below is a list of fees for services offered by Serenity Natural Health Center. Please note, payment is due at time of service. Serenity Natural Health Center accepts all major credit cards, checks, and cash. **We do not accept insurance** and do not assist in the resolution of insurance claims. However, if requested, we will provide patients with a receipt which you can submit to your insurance carrier and, when applicable, include appropriate medical codes in your records. Phone appointments will be billed for the same fee as an in-office visit. Phone appointments are only available if a credit card is on file (see last page).

New Patients

New Patient Health Assessment- Adult (~90 minutes)	\$195
New Patient Health Assessment- Child (~60 minutes) (up to age 13)	\$165

Established Patients

Brief follow-up (~15 minutes)	\$40
Intermediate follow-up (~30 minutes)	\$65
Brief craniosacral session (~30 minutes)	\$65
Standard follow-up (~45 minutes)	\$90
Complex follow-up (~60 minutes)	\$120
Craniosacral session (~60 minutes)	\$120
Constitutional hydrotherapy (~45 minutes)	\$75
8 oz customized herbal tincture (~1 month supply)	\$55
	(plus \$2 for 8 oz bottle)

Packages for Established Patients

3 craniosacral sessions	\$324 (a \$360 value)
6 craniosacral sessions	\$633 (a \$720 value)
10 craniosacral sessions	\$1000 (a \$1200 value)

Late Arrival Appointments

We are committed to being on time with patient appointments in order to prevent you, and other patients, from unnecessary waiting. If you arrive late to the office for your consultation, your appointment will end at the scheduled time and you will be charged for the length of the scheduled visit.



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Communication Policy

Texting

Texts are not received or reviewed on the office telephone. Texting is never an appropriate form of communication regarding your healthcare or the healthcare of minors.

Email

Due to confidentiality risks to your protected health information (PHI), Dr. Russell does not email directly with patients. You may email the office at info@serenitynhc.com for questions regarding scheduling or administrative inquiries.

Messaging Through ChARM Patient Portal

ChARM, our patient portal, provides HIPAA compliant secure messaging between you and Dr. Russell. The cost of messaging is included in your office visit fees and will not incur additional fees if used in a reasonable fashion (follow-up questions related to recent appointment, quick questions etc). We have yet to charge extra fees to any of our patients for messaging but reserve the right to do so if messages become excessive or complex in nature. Questions that require longer than 5-minute responses fit this scenario. You will be notified ahead of time if we need to do so.

If there is need for longer discussion regarding new symptoms or new concerns, then you should schedule an additional follow-up appointment. Additionally, if it has been longer than 8 weeks since your last appointment then we generally also recommend that you schedule a time to come in for further evaluation. Messaging is not intended to be a substitute for office visits.



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Informed Consent for Naturopathic Medical Services

A naturopathic doctor is a practitioner trained in the prevention, diagnosis, and treatment of human health conditions, injury, and disease by the use of natural means. While NDs do not act as primary care physicians, they can play an important role in the natural treatment of disease as well as in enhancing health and wellness.

Naturopathic physicians may provide a full range of counseling services, including lifestyle modification and health coaching; promotion of wellness through support of exercise, good sleep, detoxification, stress reduction and other lifestyle modifications; advise about diet, nutritional issues, nutritional supplementation including herbal and botanical substances; offer homeopathic remedies, highly dilute naturally occurring plant, animal, and mineral substances to gently stimulate healing responses; body work or craniosacral therapies; and use other natural remedies, such as the application of hot or cold, hydrotherapy, the use of water applications to the body.

Nature of Services: A naturopathic doctor is not a medical doctor and naturopathy is not a medical specialty but a separate and distinct health care tradition. Dr. Russell graduated from an accredited four-year residential graduate program and is licensed in Maryland as a naturopathic doctor. The scope of practice is limited to specific practices set forth in Health Occupations Article, Section 14-5F-14. This scope includes complete physical examination, laboratory and physiologic testing and the ordering of diagnostic imaging but does not include prescribing, administering or injecting drugs, surgery or high-velocity osteopathic/chiropractic adjustments.

In the event of a life threatening condition, a potential referral to an appropriate medical physician will be reviewed with the patient. A potential referral to a medical physician, physical therapist or other appropriate health care professional will also be reviewed when a patient's condition requires on-going rehabilitation. Patients are encouraged to inform their medical physicians about their care and to request copies of records to share, or other communication or consults as needed, to ensure that care is coordinated.

Naturopathic medicine is not intended to substitute for diagnosis or treatment by medical physicians or used as an alternative to necessary medical care, and a patient should not avoid any diagnostic work-up suggested by your medical physician as a result of naturopathic diagnosis or treatment. If a patient wishes to discontinue or avoid any medical treatment in favor of naturopathic care, this should be discussed with both Dr. Russell and the treating physician. Patients are encouraged to have a primary care physician in place familiar with their medical history.



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After the initial intake and on an ongoing basis, Dr. Russell will explain her assessment and describe the nature of her recommendations, expected health progress, and the anticipated costs, risks, benefits and experience of following various options. The focus of naturopathic care is to alleviate the underlying conditions that bring about illness rather than the treatment of symptoms. While patients may experience some immediate improvement from the use of supplements, herbs, homeopathic remedies or other botanical and naturopathic methods, the most effective results occur when patients make a long-term commitment to rebuild their health.

Emergency Notice: Dr. Russell does not offer after hour services or provide any hospital-based services. If a difficulty occurs with any of remedies or other aspects of naturopathic work, patients should contact her during business hours to discuss any concerns. **In the event of an emergency, patients should contact 911** or their primary care physician as needed.

Potential Risks: As with any method of care, naturopathic medicine can involve some risk. Patients may experience an aggravation of pre-existing symptoms, or have aches, pains, or even new symptoms as the body responds to treatment. This is generally a positive sign and shows the body is making positive movement. Some people may experience a "healing crisis," a short period in which symptoms worsen or a period of a flu-like illness with mild fever, chills, dizziness, loss of appetite, or similar symptoms. Such an experience can signal the body detoxifying.

While herbs and botanical products are generally available over-the-counter and are considered safe based upon their long history of use, many of them have not been widely tested. Negative reactions to natural remedies may include rare allergic reactions, including headaches, itching, hives, difficulty breathing, and very rarely, even shock or death. Interactions between herbs, and between herbs and drugs my physician might prescribe are not yet well known, and while unlikely, patients can have an adverse reaction or experience a reduction or increase in the effect of other medications. Negative reactions to homeopathy are extremely rare given the doses used; an effective dose may result in a temporary increase in my symptoms or healing crisis. Massage and bodywork may exacerbate muscle and joint pain, which is generally but not always temporary and part of the healing process.

Good Communication: Even the gentlest methods may cause complications, particularly in certain physiological conditions such as pregnancy, lactation, or in very young children, very elderly patients, those on multiple medications, or those with specific diseases such as diabetes or of the heart, liver, or kidney. It is important that patients inform, and continue to fully inform their doctor and physicians of any medical history, family history, medications and/or supplements being taken currently



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(prescription and over-the-counter). Supplements and remedies or significant lifestyle changes could have serious consequences for some medications, such as for the control of high blood pressure or blood sugar. It is particularly important to let your medical physician know about herbs and supplements prior to surgery or other procedures.

Notice to Pregnant Women: All female patients must alert Dr. Russell if they know or suspect that they are pregnant, could become pregnant, or are nursing to ensure that remedies are not used that could present a risk.

No Guarantees: Consultations, as in any matter regarding health, are an art as well as science, and no guarantees can be made as to any positive outcomes or the absence of side effects. Dr. Russell will attempt to educate patients about the risks, benefits and alternatives to proposed therapies but cannot anticipate and explain all possible risks and complications.

Insurance Notice/Financial Responsibility: Naturopathic medicine is not a covered service or recognized by Medicare, private insurance, or other third-party payors. Reimbursement is not usually available for these services. Fees can also be paid from the patient's FSA or HSA medical savings accounts. Patients are financially responsible for payment at the time of service. In the event I ever have a balance on my account that exceeds 30 days, I agree to pay interest at an annual rate of 5% and the pay reasonable attorney's fees and costs for collection. In the event of a returned check, the patient will be charged a \$25 fee.

Supplement Sales: I understand that dietary supplements are remedies are available for sale, both for patient convenience and to make high-quality products available to patients. Dr. Russell makes a small and customary mark-up on these products, and patients are free to purchase similar products from the source of their choosing. Doing so will not affect the quality of care provided.

Cancellation Policy: Notice of appointment cancellations or a request to reschedule must be received 24 hours prior to an appointment. If your appointment is scheduled for a Monday, you must contact us by 12:00 noon the Friday before. The fee for an appointment that is not cancelled with sufficient notice is \$60 and will be applied to the credit card on file except in the case of family or medical emergency. You may cancel or reschedule your appointment by calling the office (240) 397-6771 or emailing info@serenitynhc.com.



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Informed Consent for Naturopathic Consultation

I have read and understood the foregoing informed consent and hereby authorize naturopathic medical assessment and treatment by Dr. Russell. I understand that she is not a medical physician, the nature of this health care method including the potential risks of possible adverse reactions to products that may be suggested, and which I chose to take, over the course of naturopathic care. I agree to assume the risks of care, whether known or unknown. I understand and agree to the above stated office policies and the financial agreement.

Signature of Patient or Legal Guardian

Patient's Printed Name

Date: _____



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Credit Card on File

I, _____ authorize Serenity Natural Health Center, LLC to keep my credit card (the "Credit Card") on file.

I understand that my credit card on file will *only* be charged if I have a **phone appointment, late cancellation (less than 24 hours), missed appointment, if I have a child or the child for whom I am custodian comes without me and without payment, if I do not have a form of payment for my session, or any combination thereof.** The Credit Card will be charged in these situations and you will be notified by invoice of the amount and nature of the charge.

Serenity Natural Health Center, LLC will not use your credit card information for anything other than payment for the services listed above. Serenity Natural Health Center, LLC will not release the Credit Card information to anyone aside from the service providers allowing for the transaction to be completed. Your information will be kept in a secure location.

Name on credit card	
Credit Card #	
Expiration Date	
Security Code	
House number + zip of billing address	

Signature: _____ Date: _____

Printed Name: _____