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Naturkur Wellness Center Welcome Packet

Wishing you a very warm welcome to Naturkur!

Dear new patient,

I would like to introduce myself, I'm Dr. Iris Crawford, founder and CEO of Naturkur. On behalf of the staff and providers, I would like to personally thank you for choosing us to meet your health needs. We've put this informational packet together so you know who we are and how we can help you and your friends and family.

We are a team of passionate, forward-thinking people who strive to empower individuals in their health endeavors which will in turn enhance well-being of families and improve the health of communities. We do this by creating an inspiring environment that encourages relaxation, connection, and well-being that allows you to discover and recreate your best self.

Thank you for putting your faith in us, we'll do our best to exceed your expectations in every way!

Dr. Iris Crawford

Dr. Iris Crawford
Founder and CEO

Our Mission

Our mission is to build a health empire that can help an unlimited number of people and leave a legacy of health.

Our Vision

Our future vision is a large-scale, architecturally stunning wellness center and spa that provides a beautiful healing space for community health and education, centralized around a European-style hydrotherapy pavilion. Naturkur Wellness Center and Spa will have a wellness center, full-service spa, fitness center, learning center, kids center, cafe and retail and indoor and outdoor hydrotherapy pools. A facility that defines a progressive environmental and ecological concept, Naturkur will play an integral role in the Seattle health community, and help elevate the city's place in global health tourism.

Our Values

We value bringing *integrity* with every action, *optimism* and creative problem solving that brings hope, *adaptability* to change which fosters growth in ourselves, and being *conscientiousness* so that each person feels respected, heard, and cared for.

Our Practice Philosophy

Team care: We believe one provider can't provide all the needs for any patient. So we have taken the great idea of integrated care and realized it in a new way that solves the problem of the lack of cohesion amongst the different health practitioners that you see. Naturkur has one the first true team care approaches where each new patient is recommended team care based on their specific situation. Imagine going to one place and seeing multiple providers who are coordinating your care together. No more communication issues or the left hand not knowing what the right hand is doing. This is true patient-centered care!

Effective solutions: We offer enhanced solutions to chronic problems through results-oriented, comprehensive health programs that allow you to get the quality of health care you deserve. With the option of longer or more frequent visits with your provider as well as the support of our Health Transformation Coaches, you can see dramatic improvements in your health.

Flexible options: We have seen the frustration of surprise billing when insurance does not cover codes and services and thought, "*there has to be a better way*". So we created flexible options for those seeking to improve their health beyond the limitations of the conventional insurance-based model. While some providers offer in-network insurance options, we have found that depending on insurance to meet optimal health goals or preventative care can be disappointing. We offer savings on private pay visits, that increase even more when services are bundled, via packages and programs. For more information please see Health Care and Payment Options included in this packet.

Our Patients

We proactively create a healthy culture behind the scenes at Naturkur by operating under the motto of *healthy, happy people* and we seek the same for our patients.

Our ideal patient is proactive with their health and aware of their limitations but willing to work on them. They are open-minded and curious about the mysteries of the body and do what it takes to make progress, even if its baby steps. They are willing to invest in their health and value the expertise of the specialists at Naturkur.

Our ideal patient is aligned with our values of *optimism, integrity, conscientiousness, and adaptability*. Our most successful patients take full responsibility for participating in their health plans and as a result have life-changing outcomes.

We recognize that it takes courage and humility to put faith in a team of providers, even when you have "tried everything" and it is what gives us our inspiration every day! We don't claim to perform miracles, but our promise is that we will work as hard as you do to help you achieve your goals.

Our Services

We serve our patients form a holistic, multidisciplinary approach using naturopathic medicine, physical medicine, and acupuncture focused on immediate symptom relief and long-term disease reversal and prevention. Here is how we can help:

- Anxiety and depression
- Hormone balancing
- Infrared sauna
- LGBTQ health
- Acupuncture
- Pregnancy/ breast feeding
- Laser tongue-tie release
- Chronic pain and physical rehabilitation
- Prolotherapy
- Weight loss
- Metabolic and heart health
- Nutrigenomics
- IV nutritional therapy
- Gut health

Please note: While our physicians are trained in primary care, each of us are focused in specific areas and are therefore considered specialists. We recommend you refer to your PCP for your basic health care such as annual physical and testing and ongoing management of current health conditions and medications. Also, we offer services that help women who are pregnant but do not provide midwifery or obstetric services.

Our Team

Dr. Iris Crawford, CEO, Naturopathic physician and hormone and weight loss specialist.

Dr. Jill Ghormley, CMO (Chief Medical Officer), Naturopathic physician and physical medicine specialist.

Dr. Cynthia Kotarski, Medical Director, Naturopathic physician and PNIE and environmental medicine specialist.

Dr. Danica Kampfe, Naturkur Resident Physician.

Phil Cohen, LAc, LMT, Acupuncturist and GI pain specialist.

Laura Nelson, LMT, Lead Health Transformation Coach and Program Coordinator.

Samantha Noonan, Health Transformation Coach and Patient Advocate.

Rebecca MacLean, Clinic Manager.

Our Referral Program

We are a referral-based clinic and we need your help to expand our community and help as many people as possible! We do our best to get you results and hope that it inspires you to always think of us to care for your friends and family. We can help with any health issue and we also have a network of great referrals to other specialists or primary care doctors if needed.

The details: When a new program patient lets us know that you sent them, you get to choose one of the following thank you gifts.

The rewards: Anytime you refer a new patient who signs up for a comprehensive health program, you will receive your choice of one of the following:

Gift card to Amazon, Sephora, or Nordstrom

Massage or facial at our favorite day spa

Donation to a charity of your choice

Please note; if you ever find yourself NOT wanting to refer because of your experience with us, we would love the opportunity to know why so we can make it right. Even with the best of intentions of wanting to help everyone, we aren't perfect and we strive to be better every day.

Our Providers

This is a brief introduction about who we are and what we do. For more detailed information about the providers and where we have all come from, please go to our website, naturkurwellness.com and check out the "About Practice" tab and the providers' pages.

Iris Crawford, ND

Dr. Crawford is the founder of Naturkur Wellness Center. She specializes in helping busy, burned-out women lose weight and get their health and energy back. She has created comprehensive programs using her proprietary approach she developed over the last decade. She believes in leveling the playing field for women leaders so they can make a bigger impact!

Jill Ghormley, ND

Dr. Ghormley is the first deaf naturopathic physician in the United States. She is an award-winning physician and helps people of all ages stay upright, functional, and pain-free. Her deafness has lent an unmatched ability for her to care for her patients using physical medicine and a hands-on approach. Her unique combined expertise of naturopathic medicine and effective musculoskeletal rehabilitation techniques have patients coming back again and again (so get booked early!).

Cynthia Kotarski, ND

Dr. Kotarski specializes in transforming harmful mental-emotional patterns that disrupt the physiology of healing. Her specialty in PNIE (psycho-neuro-immuno-endocrinology)/mindbody medicine helps to get at the

deeper, root cause of the issue. Troubling conditions such as gastrointestinal issues, autoimmune disease, and stubborn or mysterious symptoms can be unraveled using her unique approach.

Danica Kampfe, ND, LMT

Dr. Kampfe is Naturkur's resident physician. She has shown impressive skills, both medically and human. She is available to meet with you at any time to help navigate your care. She can do most anything our patients need in a visit, from acute care to a return patient check-in to getting your blood drawn. She also offers free consults for new patients to help onboard them into the clinic with the appropriate care.

Phil Cohen, LAc, LMT

Phil is a licensed acupuncturist with a combined 25+ years of experience in body work and helping patients with chronic pain, stress and anxiety, digestive complaints, hormone balancing and more. Phil's unassuming warmth and humor help to allay many people's fears of getting acupuncture for the first time. Phil's dedicated following stick with him for years to help with any concerns that may come up. You can book an individual or package of sessions or participate in a health program at Naturkur that includes acupuncture for accelerated results.

Our Staff

Rebecca MacLean

Clinic manager. Rebecca came to NaturKur with a background in hospitality management, development, and financial ownership. She has used these skills to help oversee the day to day operations and assist in the success of our patients, as they strive to achieve their personal goals. She grew up in Ohio, moving all over the Midwest, before relocating to Seattle with her husband and dog in 2017. Together they enjoy traveling the world and experiencing life as it comes.

Laura Nelson, LMT

Lead Health Transformation Coach and Program Coordinator. Laura has been in the health and wellness field for many years as a massage therapist and certified yoga instructor. She grew up in the Smoky Mountains and is a card-carrying chocoholic. She is passionate about stress management and living a healthy, balanced lifestyle and loves backpacking, music, baking and being out in nature.

Samantha Noonan

Health Transformation Coach and Patient Advocate. Samantha is an artist and mother of two grown daughters. She is from the Bay Area and graduated from San Francisco State with a degree in Developmental Psychology. She is passionate about helping people navigate through challenges with their health to help them live a more fulfilling life. She loves painting and hanging out with her family and their dog, Ralph.

Our Community

Join our team! We are always looking for passionate, driven, collaborative people to join us to help bring our vision to life! Whether its a board position, a provider, a staff member, an investor or a fan, we welcome the opportunity to broaden our community so that, together, we can elevate Seattle as the #1 healthiest city in the U.S.!

Our Clinic Policies

A lot goes on behind the scenes to create the vision we have for healthy, happy people (and that means us too). We make every effort to be transparent in our expectations so that we can do the best possible job to meet yours. In order to facilitate the business of providing you with excellent health care, please familiarize yourself with our policies below.

Cancellation and Missed Appointment Fee:

So that all patients may access care fairly, we require twenty-four (24) hours notice when cancelling an appointment. Our fee for missed appointments or late cancellations is \$50.00. More than 3 missed or late appointments in a 12 month period will result in dismissal of patient care. For sauna appointments, you will be charged the full amount of the visit or will forfeit your visit if using a punch card.

Messaging with your providers: For single visit, private or insurance pay patients, we offer secure messaging with providers via the [ChARM patient Portal](#). For program patients we also offer unlimited private messaging with our health coaches through [Bodysite](#), the digital health guidance system. Both can also be accessed via your smart phone (see 'Online Access and Patient Portal' in the FAQ section below for more information). Please use the following guidelines when messaging us.

Emergencies: Messaging with your provider or support staff does not constitute medical care for urgent health issues. Please be advised to call 911 or go to the nearest emergency room or urgent health care in cases of urgent health issues or in the event of an emergency.

Length and Frequency:

For non-program patients: Brief and infrequent (no more than 4 per month) ChARM messages clarifying current treatment plans are accepted as a courtesy. E-mails or messages that require a provider to reference your chart will incur fees according to the provider's rates. Messaging about a new or complex issue, you may be asked to schedule an appointment.

Program patients: Email and message limits do not apply to patients currently enrolled in a NaturKur program. If you are enrolled in a program, your program information, private messaging, and personal health tracking are available in [Bodysite](#).

Financial Policies:

You will be provided the details of your financial agreement depending on whether you are paying with insurance, private pay, or enrolling into a health program. Please note the following general information.

Insurance: You are responsible for all charges, whether or not they are covered by your insurance provider. If your insurance provider refuses payment, services are not billable to insurance. If your deductible has not been met, you are fully and directly responsible for all bills submitted for services rendered. All co-payments (and any applicable supply charges) are due at the time of service. For out-of-network providers, you may request a coded bill to submit to your insurance for potential reimbursement.

Private pay: If opting not to use insurance, you are eligible for our Time of Service savings and invoices are due at the time of your visit. For more information on how to take advantage of special savings, please see our Healthcare and Payment Options included in this packet.

Past due amounts: A finance fee of \$10.00 or 1% of billed services, whichever is greater, will be charged for any balances due past 30 days without making prior arrangement.

Payment agreements: For programs or special circumstances, please refer to your specific agreement with Naturkur for further information.

Payment plans: We offer third party, interest-free options for services, programs, or packages totalling \$1,000 or more through [Greensky](#).

Frequently Asked Questions:

If you have other questions that were not answered in the above information click [here](#) to read over our frequently asked questions section.