

NANCY K. LONSDORF, MD, PC

Integrative Health Practice

FAQ's Frequently Asked Questions

ATTN: For urgent, acute symptoms, please see an urgent care or emergency room physician immediately (i.e. call 911 or go to your nearest hospital emergency room.)
Do not delay treatment until you can contact Dr. Lonsdorf!

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What does this practice offer?

Dr. Nancy Lonsdorf specializes in women's health issues and offers natural, integrative therapies for the prevention and treatment of chronic health conditions. Dr. Lonsdorf is a graduate of the Johns Hopkins School of Medicine and is board-certified in integrative, holistic medicine by the American Board of Integrative, Holistic Medicine. Dr. Lonsdorf has over 25 years experience utilizing the integrative approaches of Maharishi Ayurveda (**eye your vay duh**)—a W.H.O.-recognized comprehensive system of natural medicine from ancient India—as well as diet and nutrition, hormonal evaluation and other integrative and complementary approaches in her practice.

Does Dr. Lonsdorf only see women in her practice?

Dr. Lonsdorf also sees male patients, depending on the nature of their health problem and the type of care they are seeking for that. For men who may wish to consult with Dr. Lonsdorf for the first time, we ask that you please leave your contact information with our answering service at 641-469-3174 or email her assistant at healthoffice@drlonsdorf.com and she'll call you back re: your appointment.

What kinds of conditions does your practice address?

Dr. Lonsdorf addresses the prevention and treatment of any chronic condition, meaning any non-urgent, persistent health problem. Common examples are weight loss, high cholesterol, menopausal problems, menstrual difficulties, headaches, skin problems, anxiety, sleep disturbance, digestive problems, chronic pain, arthritis, fatigue, anemia, nutritional deficiencies, premature aging, etc.

If you are not sure whether we treat your condition, please feel free to contact us.

If you require a more complete modern medical workup or prescription drug usage you will be recommended to see your modern medical doctor. If you do not have a medical doctor Dr. Lonsdorf can provide recommendations for specific practitioners in some instances.

What does Dr. Lonsdorf's practice NOT address?

We do not evaluate or treat acute conditions such as injuries, colds, flu, acute kidney stones, gallbladder attacks, urinary tract infections or other acute infections.

For immediate evaluation and help with these conditions, it is recommended that you consult with your primary care physician, or seek immediate treatment at your local urgent care center or hospital emergency room.

What types of therapies will be recommended for my health condition(s)?

Dr. Lonsdorf utilizes natural, integrative approaches that support the body's own inner intelligence, the basis of all healing. She has special expertise in Ayurveda and all consultations include an evaluation and recommendations from the perspective of that comprehensive health approach.

She also addresses the nutritional and hormonal aspects of health and may recommend specialized tests as needed. In addition, the presence of certain toxins such as heavy metals may also be investigated. Lastly, your lifestyle, mental and emotional stressors and any other factors impacting your health will be considered in your evaluation and treatment.

Treatments include dietary, lifestyle, herbal, purification, stress reduction techniques and nutrition. She may also use approaches that directly rebalance and enliven the body's deepest level—what is described in Vedic science as the level of the unified field of Nature. These technologies utilize subtle sounds or vibrations to restore balance and health.

What can I expect from a consultation with Dr. Lonsdorf?

You can expect that your health issues will be addressed in a thorough and comprehensive way, with attentive listening and respect for your preference for treatment approach.

From the start, your symptoms and condition will be evaluated according to the principles of Maharishi Ayurveda, as well as from nutritional, hormonal and functional medicine perspectives.

Dr. Lonsdorf will ask you about your health issues and your goals for the consultation. She'll then review your health history, including details of your diet and lifestyle, take your pulse to evaluate your state of balance according to Ayurveda (this is accomplished through alternative means during phone or skype consults,) and complete any pertinent physical examination.

In addition to evaluating your condition according to conventional medical standards, your evaluation will give information about the balance of your three "doshas"

(Ayurvedic mind-body principles,) the presence of any impurities or blockages, your digestive capacity, your overall strength and healing ability, and an understanding of the specific contributing factors in the areas of mind and emotions, behavior, diet and environmental influences on your health condition.

Dr. Lonsdorf will then recommend a program of highly personalized natural approaches including diet, exercise, daily routine, herbs, supplements and other Ayurvedic and integrative modalities to re-balance your mind-body system and help you become truly healthy while minimizing the need for pharmaceuticals and their side-effects.

“Second Opinion”--You may also wish to discuss with Dr. Lonsdorf a recent medical diagnosis, test results or treatment recommendations you have received from another doctor. She will discuss the potential usefulness of the recommended treatments for your condition as well as answer any questions you have. Alternative or adjunct natural treatments may also be discussed in light of their appropriateness and potential usefulness for your condition.

Will Dr. Lonsdorf be my primary care physician?

Dr. Lonsdorf does not provide primary care services such as acute care (colds, flu, urinary tract infections, etc.), Pap smears, after-hours call, medication prescriptions, doctor's letters, employment physical exams, accident insurance forms, disability forms or letters, etc. at this time. You are strongly encouraged to maintain regular checkups and care with a primary care physician of your choice for these important health services.

Can I get a prescription for blood-work or nutritional testing from Dr. Lonsdorf?

Yes, blood-work, nutritional testing, hormonal evaluation and other diagnostics may be ordered for you, or recommended through your local physician, depending on your individual needs.

Does Dr. Lonsdorf address psychological and emotional issues and disorders in her practice?

Yes. Dr. Lonsdorf will give evaluate your issue from the point of view of conventional approaches as well as Ayurveda and integrative medicine. Based on her evaluation of your pulse, history and physical exam (when an in-office visit,) you may receive recommendations from integrative medicine and Ayurveda, as well as further recommendations (in addition to drugs or therapy when indicated,) that can speed the healing process include herbs, diet, routine, exercise, nutritional testing, supplements, and in-depth coaching sessions for emotional or mind-body issues (see section on this below.)

Just as for physical conditions, if you are currently in treatment for a mental or emotional disorder, it is recommended that you continue your current treatment program and add Dr. Lonsdorf's recommendations as an adjunct, subject to the advice of your treating practitioner.

Are There Any Forms I Need to Complete Before My Consultation?

Yes. You will be sent a link to a secure, encrypted online Health History Questionnaire to fill out before your first visit, and an online Follow-Up form to complete before subsequent visits. These forms give a comprehensive picture of your medical condition from both a medical and integrative perspective, and allow the doctor to spend more of your consultation time on your current health issues and their treatment.

If you have difficulty filling them out or submitting them, please contact us as soon as possible.

→Please fill out and submit the online form **one week prior** to your consultation, if at all possible. At least 24 hr. will help ensure the doctor has a chance to review it prior to your consultation.

What should I bring to my consultation?

- **A list of all prescription medications** you are taking, with dosage. (Or you may bring the actual bottles with original labels intact.)
- **A list of all supplements**, herbs, hormones, vitamins, etc you are taking, with dosage. (Or the bottles with label intact.)
- **Copies of any laboratory reports** of blood-work, MRI, CT, ultrasound, etc. that relate to any condition(s) you wish to discuss. (It is not necessary to bring actual films.)
- **If you get a cold, flu** or other infectious condition, please reschedule your visit for later, as your pulse will not accurately reflect underlying patterns at that time. Please remember that 24 hours notice is required for cancellation without a fee.
- **Keep your usual eating schedule**-- Ideally, eat a light meal at your usual meal time prior to your consultation, and avoid caffeine and alcohol on your consultation day, if possible.

NOTE: For telephone consultations, please send your materials so they arrive at least one day ahead of time—preferably by email or fax and if necessary, by U.S Mail. U.S. Mail should arrive at least 5 business days prior to the scheduled appointment and should be mailed to the physical office address, NOT the PO Box.

Additional Charges not covered by Consultation Program Fees:

Prescriptions Outside of Consultations: Requests for prescriptions for laboratory tests, medications and certain administrative requests made **outside** of a consultation are granted on an individual basis and are subject to a \$39-\$49 service charge per item, depending on the situation, payable at the time the service is provided. This fee does *not* include discussion of abnormal results, which usually requires a scheduled consultation, at the doctor's discretion.

Follow-Up Visit or Phone Consultation: If test results following a consultation are outside the normal range, a follow-up consultation at usual fees may be requested to discuss the results and receive a treatment program from the doctor.

All scheduled phone consultations are billed at usual consultation fees, including discussion of recent lab results, i.e. re: their significance and any treatment recommended.

Administrative requests such as copies of medical records, medical excuses for airlines or other purposes, product prescriptions for tax purposes, are provided at a fee of \$15 per request, plus 10 cents per copied page. Accounting requests are satisfied at a fee of \$20 per half hour.

Re: special letter or form requests: Fees for letters and forms that take longer than 5 minutes of the doctor's time are prorated according to usual consultation fees at \$149 per half hour.

Do I need to schedule another appointment to go over lab results with the doctor after I have a blood-test or other test done?

It depends. If the result is very simple, like you need to take a B12 or Vitamin D supplement, Dr. Lonsdorf will notify you of that by email. If the results are more complicated or potentially serious, an additional visit may be required to discuss and receive recommendations and guidelines for further medical work-up (testing,) if needed.

Will you call me when the test results return?

If you have had a blood-test or other tests done as prescribed by Dr. Lonsdorf, and you have not heard back from us about results within 3 days for tests done at the local

hospital, or 3 weeks for test kits from our office that you do and send directly to the specialty lab, **please call or email our office, and we will get back to you.**

Time for Specialty Test Results to Return:

- Hormone test results usually take about **2 weeks** from the time the lab receives the sample.
- Nutritional/heavy metal test kit/immune test results usually take **3 weeks** to return.

Is follow-up help after my consultation included?

Close follow-up in the days and weeks following your consultation is valuable to ensure that your progress is smooth and that you get the best results from your treatment program.

Your consultation fee includes email contact with Dr. Lonsdorf for 2 months following your consultation, for questions **directly relating** to the recommendations given in your consultation. Additional issues or requests may require a follow-up consultation, to properly address your questions or issues.

Does Dr. Lonsdorf accept health insurance?

All fees are due and payable at the time of your consultation.

However, we will be happy to provide you with a receipt for your doctor's visit that you can send in to your insurance company, or use for tax or Medical/Health Savings Account purposes. If your insurance covers doctors' visits to the physician of your choice for a medical condition, and you have met your deductible, it usually will cover from one-half to two-thirds of your visit cost. [Note: This includes Wellmark Blue Cross Blue Shield of Iowa and MUM insurance plans.]

Please keep in mind that your insurance company alone determines whether and how much they will reimburse for your visit. We encourage you to consult your insurance company before your visit if you are concerned about coverage for your visit.

If you wish to check with your insurance company, it is usually sufficient to ask them if they cover office visits to a doctor who is "out-of-plan," or "not a preferred provider." If you have a specific medical condition that you are consulting about, the visit will meet usual standards and requirements for a billable office visit and is not, and should not be described as, "alternative" or "Ayurvedic."

The receipt you receive from our office at the end of your consultation will state the fee for the visit, confirm that you paid the fee, and will provide a diagnosis code and a visit code. This information is usually sufficient for your insurance company to reimburse you or credit your deductible.

- **Re: Telephone Consultations:** Please Note: Insurance companies do not usually offer coverage for telephone consultations.
- **Re: Nutritional Testing:** Nutritional testing is often not covered by insurance. However, some nutritional and hormone tests might be covered by your insurance, or enable you to receive a reduced rate on the tests. This will be discussed at your visit, if nutritional testing is recommended.

Does Dr. Lonsdorf Accept Medicare?

We are sorry, but this practice has opted out of Medicare at this time. It is therefore not possible for us (or you) to submit Medicare claims for our services.

You may also not use insurance that requires you to first submit to Medicare and be rejected before they will cover any costs.

Medicare requires that you sign a form indicating that you understand this, prior to or at the start of your consultation at Dr. Lonsdorf's office (in-person consultations only.)

How Do I Pay for Telephone Sessions?

Payment is by credit card only and is arranged at the time of making your appointment. Ideally, you will pay in advance online, at the links provided on the webpage you land on after submitting your health history questionnaire for your visit.

- If paying online is not possible for you, and your appointment is scheduled over the phone, your credit card information will be taken at that time. Your telephone appointment reservation is not considered final or guaranteed until payment is made.
- If you are given a tentative appointment time by email, you will then need to go to the link above and pay for your consultation to finalize your appointment reservation. If you have any difficulty, please contact Dr. Lonsdorf's scheduler at healthoffice@drlonsdorf.com or 310-910-9144 and request that she call you for your information.

- NOTE: If your actual consultation time is longer than the time you signed up and paid for, you will be billed the difference on a prorated basis.
- If you have difficulty paying online for any reason, please call or email us at healthoffice@drlonsdorf.com with times you are available and we'll call you back for your billing information.

What Payment Options are Available?

- Payment in full is due before your phone consultation.
- Major credit cards and personal checks are accepted, including Discover and American Express.

How can I keep my appointment time down to a minimum? I am on a tight budget.

The following tips will help to make your appointment most efficient:

- Let Dr. Lonsdorf know before the consultation begins that you would like keep the consultation time down to the least needed to properly accomplish it.
- Limit your consultation to the most important health problem you have and save other issues for a future visit.
- Fill out and submit your online health history forms ahead of your appointment time so that Dr. Lonsdorf can begin to review and consider your issues in advance.

Access your online questionnaire here: <http://ayurveda-ayurvedic.org/before-your-appointment/>

NOTE: If you are not comfortable with navigating the computer please request paper copies of the forms to fill out and submit either by secure fax (877-603-1325) or regular mail. According to the new HIPPA regulations medical information cannot be sent via email.

What is your coaching program and what can it do for me?

- Coaching is a conversation with a specific format designed to actualize the individual's own resources for transformation to achieve a goal, and to overcome resistance or resolve an issue. In-depth Coaching goes beyond ordinary health coaching to address the root causes of lack or difficulty in specific areas of your life.
- You will gain insight into and come to resolution with formative issues at the root of what holds you back in health, relationships, finances, career or other areas of

your life. The in-depth coaching program gives deeper insight into your own psychological processes and helps free you from old patterns, resulting in more confidence, clarity and success in specific areas of your life.

- Our research indicates that our coaching clients enjoy an outstanding 85% success rate. [After the first session, 85% of the clients agree or strongly agree that the objectives of the coaching session were achieved and the remaining 15% agree “somewhat.”] These results are based on over 1000 hours of coaching with over 75 clients.
- Our coach is extraordinary and highly effective in guiding you to the results you desire. Those being coached commonly remark that they have never felt so deeply understood, and that they made more real and lasting progress in a few days of coaching than in years of therapy.
- Note: Coaching sessions are not a treatment for mental disorders and are not a substitute for medication or psychotherapy.

Appointment Confirmation

Please be sure the appointment time you requested by email or voice message has been confirmed through email or phone by Dr. Lonsdorf or her staff before coming for your appointment.

Appointments made online are automatically confirmed by the Scheduling Site. Please follow the guidelines in your confirmation about what to prepare/bring to consultation.

Cancellation Policy

We do require **48 hr. notice** should you need to cancel or reschedule. Please note there is a **\$75** cancellation fee for appointments cancelled with less than 48 hr. notice.

The \$75 cancellation fee will be charged at the time of the late cancellation or missed appointment.

However, the full \$75 will be applied as credit towards your next visit if rescheduled and completed within 1 month.

Policy Changes

Please note that the policies described in this practice brochure are subject to change without notice. It is advisable to consult Dr. Lonsdorf’s website at www.drncyncylonsdorf.com periodically for the latest updates on her practice.

