

Melisa Rocchi Kuehn, ND

FIRST
NAME

LAST
NAME

DATE

Thank you for giving us the opportunity to serve you. This document is designed to ensure that you understand our approach and treatment of your health concerns as well as the business procedures of the **Hilton's Heartland Natural Health Care & Wellness Center**. Please feel free to contact us if you have any questions 281.807.7300.

- Natural Health Care Remedies, Alternative and Complementary Medicine:** I understand and agree that Melisa Rocchi Kuehn is a Doctor of Naturopathy, Certified Natural Health Practitioner, Certified Nutritional Counselor, and a Master Herbalist, not a medical doctor nor are the affiliated staff members and that counsel given is restricted to the correction of nutritional deficiencies and Natural Health Care Remedies and is in no way intended to diagnose or treat a disease or medical disorder. References to specific bodily functions or organs during the course of nutritional counseling are not intended to diagnose or treat a disease or medical disorder of that bodily function or organ, but to clarify the effects of nutritional deficiency and imbalances on that bodily function or organ. Most importantly we are here to educate.
- Not a quick-fix program:** The success of individuals who implement our treatment regimen is largely dependent upon their commitment to invest in the restoration of their health. The time it takes to obtain optimal health varies from person to person. It may take several months or even up to a year. **Please be patient, you did not get sick overnight so you cannot correct everything overnight.**
- Taking Charge of Your Health:** Clients who achieve the most significant gains follow the recommendations of Dr. Kuehn and affiliates of HHWC, including BioSET system sessions, eating recommendations, hyperbaric oxygen therapy, detoxification programs, lifestyle modifications, vitamin and mineral supplementation, massage therapy, body work, and cranio-sacral therapy. Regardless of how long it takes, our dedicated staff of professionals will continue to work with you to help you achieve your goal of optimal health.
- We make No Guarantees:** We are committed to providing natural healthcare education designed to enable you to obtain and maintain health and wellness, however, there are no guarantees.
- Obstacles to success on our treatment program:** Most clients visiting **Hilton's Heartland Natural Health Care & Wellness Center** suffer from a chronic illness. Occasionally, clients may not respond well to our treatment regimen at first. Their body has been running in dysfunctional mode for so long that it takes some time to correct the imbalances. In addition, correcting the body in a natural and healthy way may take more time than a conventional prescription. Detoxification, eliminating Candida, and supplementation recommendations alone need to take place over time based on the individual's response. Some may be able to move quicker than others. And, lastly financial reasons causes the cessation of treatment.

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FIRST NAME _____ LAST NAME _____ DATE _____

- 6. **Prescription Medication:** Many clients are on prescription medications. We do NOT recommend stopping without speaking to the medical physician who prescribed them. **We never ask a client to stop medication!** We do recommend letting your medical physician know that you are trying natural health care recommendations that may need the medication dosage to be modified or stopped completely. Again, we do NOT make any recommendation(s) regarding prescription medication.

- 7. **Insurance Not Accepted:** **Hilton's Heartland Natural Health Care & Wellness Center** has always been a fee for service and does not accept insurance of any kind. Therefore, all of our guests must accept responsibility for payment of our services in full. **Because we do not work with insurance companies, we do not stay versed on their coding requirements and therefore do not use such coding. Because of this, it is not likely that insurance companies will process your claims.** Additionally, because we seek to prevent disease and promote wellness, many of our services would NOT be covered. Even when insurance companies have led their customers to believe that they will be partially reimbursed for the services received at our Center, the claims have been denied. We have always chosen to work directly with and for our patients, rather than indirectly through an insurance company.

- 8. **Fee for Service:** **Hilton's Heartland Natural Health Care & Wellness Center** operates on a fee for service basis and payment for services is expected at the time the services are rendered. For your convenience, we accept cash, checks, Master Card and Visa.

- 9. **Appointment Cancellation:** Due to the large appointment demand, we ask you to make cancellations for appointments at least 3 days in advance. We know that unexpected illness or events may occur that prevent this; therefore, in those circumstances, we ask that you can make cancellations at least four hours prior to your scheduled appointment/therapy session. We reserve the right to charge full price for the missed appointment. For Pre-Paid HBOT therapy, we reserve the right for missed sessions without notification subtracting the session time for the pre-paid sessions.

I have read and understand the Hilton's Heartland Natural Health Care and Wellness Policy and agree to comply.

SIGNATURE _____ DATE _____

RELATIONSHIP TO PATIENT (IF SIGNED BY A PERSONAL REPRESENTATIVE OF PATIENT) _____