



220 N Green Street
Chicago, IL 60607
Phone: 312-533-7500
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Welcome!

At Precise Health Solutions we have a four step process to guide you. The following describes what to expect along your health journey.

This is a partnership where two way communication, time and effort are necessary. We ask for and offer patience, precision and perseverance, similar to a marathon and not a sprint.

Step 1:

Partner - We partner you with a team of practitioners to contribute to your health journey. Based upon your health needs you will interact with an experienced member of our medically supervised team who will serve as your connection to the PHS Team.

Step 2:

Panel - We recommend a panel of core testing to direct our specific and scientific approach.

Step 3:

Personalize – You will receive options for levels of care specific to your test results and readiness for change.

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Step One: Partner

We ask our clients to submit their driver's license and insurance card prior to being placed on our schedule. Upon receipt, you will receive a link to phsclient.md-hq.com where you will create your own account as a Precise Health Solutions client. Within your account, please provide and complete the following:

- Medical questionnaire
- Family History questionnaire
- Food Survey
- Social Survey
- HIPPA Privacy Authorization Form
- Notice of Privacy Practices
- Authorization to release medical records
- Medicare private contract (if applicable)

- Add a credit card to keep on file for co-payments

Step One: Prepare

Step Two: Partner

To become a new client and create your account, please use the following link:

phsclient.md-hq.com/registration

This allows patients to securely access their Precise Health Solutions records. All required forms are also completed within the patient account. Once the required forms are complete, clients will be contacted to schedule the initial appointment.

What to Expect at Your Appointments

Personalized Metabolic Medical Nutritional Therapy Services (pMNT):

pMNT is a science directed planning process and it incorporates modern medicine and proven food, nutrient, herbal and lifestyle therapies to promote physical, spiritual and emotional well being.

Precise Health combines the efforts of advanced trained practitioners to address your whole health. You will be interacting with: medical doctors, nurse practitioners, nutritionists, pharmacists, registered nurses, lifestyle educators and energetic medicine specialists.

Appointment Types:

Initial Consult (approximately 45 min)

At your first visit, you will meet with an advanced trained practitioner. New clients should be prepared to discuss the following during this visit:

- Chief complaints
- History of current illness
- Health and family history, concerns and goals
- Medication therapy
- Nutritional supplements and herbal therapies
- Allergy and sensitivities
- Eating style and hydration
- Activity and energy levels
- Sleep patterns
- GI and digestion

- Previous diagnostic testing and lab work
- Mind health, energetic strength and readiness for change

Your practitioners will discuss the need for specialty lab tests to obtain a better understanding of your overall health. After your visit, you will be contacted by one of our team members with further instructions to implement and personalize your plan and answer your questions.

Followup Consults (approximately 30 minutes)

At this visit you will meet with a lifestyle educator to review your plan and follow up instructions:

Expect the following:

- Vitals
- Review of chief concerns, medications, allergies etc.
- Test kit instructions
- Lifestyle recommendations to further achieve health goals including: Food, meal planning, importance of quality assured - pharmaceutical grade nutritional supplements, timing and dosing
- Fitness and lifestyle recommendations
- Educational material including recipes, grocery shopping guides, etc.
- Schedule coordination with collaborating specialists, as needed
- Q&A regarding your care plan

Your plan is continually fine tuned based on testing and your feedback.

Lab Result Consult (approximately 30 - 45 minutes)

- Review **one special ty lab test result per appointment**. Guidelines, supplement timing and dosing, nutritional counseling and education will be discussed.

Many clients choose to conduct personal research or internet searches. We encourage you to create a list for your healthcare provider if you have questions. As part of your personalized health journey, appointment choices are available as follows:

- | | |
|------------------|--|
| ● 30- 45 minutes | Initial Metabolic Medical Consultation |
| ● 30 minutes | Followup for Test Kit Instruction and Plan review |
| ● 30-60 minutes | Metabolic Nutritional Medicine, Lifestyle & Energy Education |
| ● 30-45 minutes | Routine Followup and further Personalizing your plan every 2-4 weeks |
| ● 120 minutes | Energy Medicine Visits |

Financial Policies

Precise Health is contracted with major insurance companies locally and nationally on your behalf. We work to manage your out-of-pocket costs as responsibly as possible. For example, the expense of one visit at a similar “cash only” practice ranges from \$500-1500 for a single visit. This is likely the same amount as 12-24 copayments through insurance. On the other hand, after deductibles are met, copayments are often \$10-20 each which hopefully makes our plan and process within reach for you. HSA’s and FSA’s can also help offset overall cost.

We currently work with the following insurance companies:

Aetna	Medicare	Multiplan
BCBS of IL commercial	Medicaid	VA Community Care - 49
PPO Plans	Meridian	states Hawaii pending
	Molina	United Healthcare

Please verify your insurance benefits and coverage for medical, nutrition counseling and diagnostic testing with your insurance company. If your insurance company requires you to have a prior authorization or a letter of medical necessity for any in-office services, laboratory testing or prescriptions, we are here to support you. To expedite and get the best results, our staff will facilitate completing any documents *after* you have contacted your insurance company. You are responsible for copayments at the time of service to meet your deductible and copayments per the terms of your insurance coverage. Patients using a high deductible plan and working toward meeting their deductible will be assessed a \$150 consultation charge per visit until the deductible has been met. The client is responsible for any balance above \$150.

Possible Insurance codes to ask about pre-authorization include:

- ❖ Avellino NPI
1215282868
- ❖ Carla Heiser NPI
1578741013
- ❖ Roger Spahr NPI
1235195991
- ❖ Nutrition Codes
- 97802
- 97803
- ❖ Medical Codes
- ❖ New Client
- 99203
- 99204
- 99205
- ❖ Existing Client
- 99213
- 99214
- 99215

Late Arrival - If you arrive late to your appointment, the appointment’s end time remains the same. This is out of respect to other scheduled clients. **This includes Telemed visits.**

No-Show – a full payment charge will be due

Cancellation - please call to cancel and reschedule within 24 hours of your appointment. You will be considered a no-show if the appointment is not cancelled.

Returned Checks: A \$45 fee will be charged for any check that has been returned due to insufficient funds. The \$45 fee plus the check amount is due within 10 days to avoid further action being taken. If your account is in arrears for more than 60 days, we will turn your account over to a third-party collection agency.

Financial arrangements made by you with your attorneys, insurance companies or other third-party payers will not be considered in the collection of your account.

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Step 3: Panel

Lab Testing & Care Plan Review

Medical Nutritional and Lifestyle Education

Lab testing is an important aspect of your metabolic medical nutrition plan. **One** lab panel test results will be reviewed **per visit** and reevaluated according to your personalized plan.

Typical lab work includes:

GI Stool Effects - This is a comprehensive stool profile that assists to identify the root cause of common gastrointestinal symptoms such as gas, bloating, indigestion, abdominal pain, diarrhea and constipation.

Urine Comp/Toxic Elements & Heavy Metals - This test provides a comprehensive assessment of toxins excreted in urine which affects our neurological and other systems adversely.

Hormone and Neurotransmitters - Identifies imbalances causing issues with sleep, anxiety, sugar cravings, depression, irritability, poor memory, fatigue, energy levels and sex drive, etc.

NutrEval FMV - This is a blood and urine test that evaluates over 125 biomarkers and assesses the body's functional need for 40 antioxidants, vitamins, minerals, essential fatty acids, amino acids, digestive support, and other select nutrients to determine what needs to be added or eliminated to achieve optimal health.

Celiac/Food Allergy - This test can identify what foods cause inflammation to help direct your nutritional plan.

New Patient - Integrative blood tests

All lab results will be reviewed during a scheduled appointment only.

The results of your lab tests may be accessed through your **Cerbo account** after you have seen your practitioners.

Please upload a copy of lab results or other diagnostic reports from your other health providers to your Cerbo patient account in advance -please do this at least one week prior to your appointment.

Throughout your journey with us, you may be requested to complete additional lab work to monitor your progress and direct revisions as needed. We will call you regarding test results when emergency values or immediate action are required.

Step 3: Personalized Plan

Once you have completed the Step 1 *Partner* and Step 2 *Panel*, we will work with you on the Step 4 *Personalized Plan* based on your test results and feedback.

How often will I be seen for appointments?

Your appointment frequency is based on agreement with your personalized approach. A unique plan that fits your needs will be created.

Your appointments, as described in Step 1 *Partner*, will lead to in-home test kits and possible in office labs. After your in-home test kit instruction appointment, we ask that you complete your test kits and lab work within 8 - 10 weeks.

After initial testing, your practitioners may request additional lab tests before each appointment to monitor progress and direct revisions as needed.

As part of your personalized health journey, appointment types are as follows:

45-60 min	Initial Consultation
30-45 min	Followup and Test Kit Instruction
30 min	Metabolic Nutritional Medicine and Lifestyle
60 min	Energy Medicine Visits
30-45 min	Test results appt

We process labs through HealthLab, a Northwestern Medical affiliate, which results in a significant cost savings to our clients. Please see the HealthLab letter on our patient portal for further details. Our policy is to review **one test result per appointment** due to the volume of information covered in each specialized test. These tests are much more in-depth than the customary bloodwork.

Your personalized care will focus on one or more of the following:

- Removal of contaminants
- GI strengthening
- Nutritional rebalance
- Hormone optimization
- Monitoring of any ongoing medical issues

The nutritional and metabolic medical attention we provide is similar to a marathon, not a sprint. We anticipate that as imbalances are removed, symptoms lessen or go away, conditions improve and your health strengthens.

Behind the scenes - Coordination with hospital and specialty laboratories, diagnostic centers, formulating personalized medication plans, particularly for sublingual immunotherapy, IV nutrition (enteral parenteral formulations), cooperating with local and compounding pharmacies/pharmacists, collaborative physicians and healthcare providers may require behind the scenes time.

Mailing Address:

220 N Green Street

Chicago IL

Office Phone: 312-533-7500

Fax: 312-778-5993

Office Hours

Monday-Thursday 10:00 am - 6:00 pm cst

Saturdays 10 - 2 pm cst

Please leave a **detailed** message when you call or email.

We will do our best to keep you updated when waiting on a response from your physician.

Email Guidelines:

Please use your patient account to communicate with us regarding supplement orders, refill requests, lab results, scheduling or questions/updates. Emails will not be accepted.

Other Important Information

Our office DOES NOT provide Emergency Services. If you feel that you are experiencing a medical emergency, please call 911 or go to your nearest emergency room or immediate care center.

Precise Health does not take the place of your primary care doctor or specialist. Please continue to see your PCP and specialists. We are affiliated with several primary care practices. We are glad to make a referral upon your request.

Please contact our office prior to beginning any new medication, including over-the-counter products, antibiotics or treatment regimen that is suggested by another doctor to avoid any interactions.

The decision to make any changes to your nutritional medical plan, to continue or discontinue care with us, or any other physician, is your decision to make. Our providers can advise you on standards of care if you choose to change your plan.

Our philosophy is to support patients using a combined traditional medical approach with personalized nutritional medicine. We strive to strengthen your metabolic, nutritional and energetic health to help offset the need for medication, or to promote medication effectiveness and optimize medication therapy management.

Our Practitioners design a list of specific food, nutritional lifestyle recommendations and nutritional supplements based on what you and your body tells us. Given fast lifestyles, impact of processed food and environmental impacts, nutrient and herbal therapies are necessary for your body to function optimally and restore balance.

Your care with our group is progressive. Our goal is to facilitate inner healing, reverse disease processes, and assist you with attaining a higher state of health. Some clients may feel worse before feeling better based on your initial health and specific biochemistry. Detoxifying and optimizing health takes time. Remember this is a marathon not a sprint. We are in this together.

Precise Health Solutions

Policy and Procedures

_____ I understand that payments and copays are due at the time of service.

_____ I understand that I must keep a credit card on file and payments will automatically be processed at the time of service.

_____ I understand the scheduling and cancellation policies.

_____ I received information on what to expect at my appointments.

_____ I received information in regards to how to best communicate

with Avellino/Precise Health Solutions (PHS) staff.

_____ I understand that Precise Health Solutions does not offer emergency services.

_____ I understand that the review of laboratory results and changes to my care plan can only be made in appointments.

_____ I understand that I will need to schedule an appointment outside of my regularly scheduled visits if I wish for practitioners to research any treatment, medication or supplement that is not on my current plan.

_____ I received information on appointment frequency.

_____ I acknowledge that Avellino/PHS uses a progressive plan for care that can take an extended amount of time.

_____ I understand that I will need laboratory work completed prior to my appointments so that my provider can monitor my progress.

_____ I have read through the three step process and understand my role in my personal health journey with PHS.

_____ I electronically signed a copy of the privacy practices (HIPPA) by which Avellino/PHS will abide.

Signature: _____

Printed Name: _____

Date _____ / _____ / _____

Consent

Nutritional and Metabolic Medical Care Plan

I am giving informed consent regarding my medical care. I understand the risks, benefits, possible side effects and alternative approaches. I would like to pursue using nutritional supplements and Rx's based on my medical condition(s), family medical history and laboratory results to try and correct my medical issues. I have been given an explanation on why these products are used and understand that my practitioners are acting in my best interest. My care is based on my symptoms, lab results, current literature and peer

reviewed research. Correcting imbalances, inflammation, and other pathological processes.

Statistical Analysis & Publication

I understand Avellino/PHS may gather data for possible statistical analysis and future publication. I am willing to let Avellino/PHS use my age, identified gender, history, medical history, family medical history, lab results and/or other medical procedure conducted for future publication. My name will not be disclosed. Additionally, I understand that there will not be any compensation or special **Nutritional and Metabolic Medical Care** for voluntarily participating.

_____ **I have read and understand the Nutritional and
Metabolic Medical Care**

_____ **I have read and understand the Statistical Analysis
and/or Publication Consent Form Statement**

Signature: _____

PrintedName: _____

Date _____/_____/_____