

*KATHLEEN M. THOMSEN MD, MPH, ABOIM
Integrative, Holistic, and Functional Medicine
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Greetings,

Thank you for your interest in our functional medicine health practice. This letter is designed to help you understand who we are and how our practice is set up. Please take the time to read it carefully.

Visits

- There will be some electronic forms (or paperwork if you request this) to fill out in advance of your first visit. Please help us to help you better by filling out these forms thoughtfully and accurately – especially regarding your medications and supplements (brands, strengths, dosages...)
- These initial visit history forms must be returned to us at least one week prior to your visit. Upon receipt of your forms and the visit fee deposit, our office staff will call you to set up an appointment.
- The Initial Visit is 90 minutes as Dr. Thomsen's consultations and exams are very comprehensive. Evaluations are typically in areas of your health, background and lifestyle that are new and exciting to most patients. We have found that many people are excited by all the detailed new information they are receiving about their health.
- Revisits are needed to review treatment efficacy and additional symptoms, review lab results, and adjust the treatment plan. Revisits are 60 minutes.
- Before each revisit, you will be asked to visit your Patient Portal and update your health history, family history, lifestyle history, medications and supplements. If we have to do this during your visit time it will take time away from the most important part of your visit – the piecing together of your symptoms and data, moving towards finding root causes, and developing next steps and treatment plans.

Health Coach Visits

- The role of the coach is to answer questions and explain, personalize and support the treatment plan.
- Health coach visits are also important for motivation when the health condition needs ongoing monitoring and support, eg: weight loss, Lyme disease, brain health, diabetes...

Testing and Evaluations

- We work with a variety of labs including many functional medicine labs. We also do some testing on-site. We will order testing that is covered by your insurance as much as possible.
- Functional medicine testing may include blood, urine, saliva or stool and many of these tests are done at home at your convenience and sent to the appropriate lab by an express carrier.
- Insurance coverage of all medical testing is becoming more and more limited. Whether these are blood tests your insurance company feels are “experimental” or has decided should only be assessed once per calendar year, our office will not be able to assure you of coverage. Stool, saliva and urine functional medicine tests may also be partially or non-covered. It is your responsibility to call your insurance company to determine your insurance coverage for specific tests before drawing or submitting them. We will give you the information your insurance company will require

Fees

- Initial Office Visit fee with Dr. Thomsen is \$650.00. This includes the non-refundable deposit of \$325.00 to be received at least 1 week prior to your visit. The remaining balance is paid at the time of your appointment.
- Revisit fees with Dr. Thomsen are \$500.00.
- Health Coach Visit fees are \$75.00 and \$125.00 depending on the complexity of the visit.
- Payment is expected at the time of your visit. You may pay by cash, check, Visa, MasterCard or Discover. Appropriate forms will be provided for you to submit for reimbursement from your insurance carrier. Health care reimbursement is a moving target these days and no guarantee can be made regarding the probability or amount of your reimbursement.
- We have a 48 hour cancellation policy. Should you cancel your appointment with less than 48 hours' notice or fail to show up for any reason, 50% of your visit fee will be charged. Please realize that appointment-based businesses need time to fill appointments to stay in business.

Insurance Plans

- We regret that we cannot participate in any managed care, Medicare, or other health insurance plan. We have found that these plans are very restrictive in their time and resource allotment and do not value the time we feel is necessary to practice true preventive medicine or get to the root cause of health conditions.

Office Hours and Contact

- Different programs are always taking place in the office. Patient consultations take place on Mondays, Wednesdays and Thursdays from 9 am to 5 pm. Other services are being offered on Tuesdays. Phones will be off one hour for lunch. You may call during our office hours; at other times you may leave a message. We will return your message on our next day in the office.

Primary Care

- Although Dr. Thomsen is trained in Family Medicine, her current practice in Integrative, Holistic and Functional Medicine is a consulting practice. While many patients get most of their care with Dr. Thomsen, we believe that it is in your best interest to continue a relationship with a primary care physician for emergency care or more pharmaceutically based care should that be needed.

In Summary

- You should expect a warm welcome and to be treated with kindness and respect. We are a fairly small office and patients find it relaxing and comfortable. Please allow plenty of time for your visit to allow for delays and unforeseen circumstances. You do not want to feel rushed in trying to understand your comprehensive health information.
- We look forward to assisting you in your goal of good health!!!!

Sincerely,

Kathleen M. Thomsen, MD, MPH
and staff