

Dr. Shunney's Office Policies for New Patients

Aimée Gould Shunney, ND, is a licensed Naturopathic Doctor (ND) with a certification in the Arvigo Techniques™ of Maya Abdominal Massage. Dr. Shunney's scope of practice encompasses physical examination, including well-woman gynecology, the ordering and interpretation of laboratory tests, naturopathic medicine consults for the treatment of acute and chronic illnesses using natural therapeutics, physical medicine including massage, heat application, manual pressure therapy and lymphatic drainage, and the prescription of hormones. She welcomes an open dialogue with those who place a premium on optimal health and looks forward to partnering with you on your journey to health and wellness.

FAQs

1. CAN DR. SHUNNEY BE MY PRIMARY CARE PHYSICIAN (PCP)?

Even though NDs are Licensed Primary Care Doctors in the state of California, there are several reasons why Dr. Shunney recommends that you also have an MD or DO PCP.

- a. Dr. Shunney provides comprehensive care like a primary care physician, including annual exams, but unlike a primary care physician, she does not take call or do hospital admissions. She can treat you for the full range of child and adult health issues from an integrative medicine point of view. She recommends that you have a MD or DO PCP to cover you in case of emergency.
- b. Dr. Shunney only prescribes hormones. An MD/DO can prescribe other drugs that may be medically necessary – particularly those needed in an emergency situation.

2. WILL MY INSURANCE COVER DR.SHUNNEY'S SERVICES?

- a. The Short Answer: Probably Not.
- b. The Long Answer: NDs have been licensed in CA since 2004. Becoming a licensed profession in no way requires that insurance companies recognize that 'new' profession. This is a process that takes time and the California Association of Naturopathic Doctors is working on it.
 - i. For now, payment is due at the time of service. You will be provided with a superbill at the end of your visit that you can submit to your insurance.
- c. The Exception: IF YOU ARE A PATIENT OF DR. ABRAMS (the MD in Dr. Shunney's office), your visit with Dr. Shunney can be submitted to insurance as a visit with Dr. Abrams. This will allow those patients with medical insurance (except Medicare/Medical and HMOs) to get the same reimbursement rates for Dr. Shunney as they would with any non-preferred provider.
 - i. IF YOU ARE NOT YET A PATIENT OF DR. ABRAMS, your visits with Dr. Shunney are less likely to be covered by insurance. To take advantage of non-preferred provider reimbursement rates, Dr. Abrams is offering a special new patient visit rate of \$125 to Dr. Shunney's patients.

3. DO I HAVE TO BUY SUPPLEMENTS FROM SANTA CRUZ INTEGRATIVE MEDICINE & CHI CENTER?

- a. The Short Answer: Absolutely not.
- b. The Long Answer: Santa Cruz Integrative Medicine & Chi Center sells supplements as a service to patients. That service is: to provide an elite group of products that are well researched and of the highest quality. If you choose to get your supplements elsewhere, Dr. Shunney will do her best to direct you towards well-reputed brands, therapeutic dosages and appropriate nutrient forms (yes, there are different forms of Vitamin D!).
- c. You can purchase supplements at Santa Cruz Integrative Medicine & Chi Center Mondays-Fridays from 9a-5p.

4. WHAT IF I HAVE A QUICK QUESTION OR I WANT TO CHECK-IN WITH DR.SHUNNEY?

- a. Dr. Shunney offers free 5-minute phone consults for all her patients as often as they need them.
- b. Dr. Shunney communicates with many of her patients via email. This is also free if her responses take 5 minutes or less to create (don't worry – she's a fast typer!).
- c. If phone calls or emails go over 5 minutes, you will be invoiced for an office visit.
- d. Phone messages are checked daily, and will be returned by the next business day. Emails will be returned during office hours only. All urgent matters should be communicated by phone.

5. WHAT ARE MY PAYMENT OPTIONS?

- a. Santa Cruz Integrative Medicine & Chi Center accepts cash, checks and credit cards (Visa and Mastercard only).

6. WHY DOES AN OFFICE VISIT COST THE SAME AS A PHONE CONSULT OR AN EMAIL CONSULT?

- a. All fees are based on the amount of time spent with Dr. Shunney.

7. WHAT IF I NEED TO RESCHEDULE AN APPOINTMENT?

- a. Santa Cruz Integrative Medicine & Chi Center has a 24-hour cancellation policy. You will be charged half your visit fee for any missed appointment or any appointment rescheduled with less than 24 hours' notice.
- b. If this becomes a habit, Santa Cruz Integrative Medicine & Chi Center reserves the right to adjust this price to the full price of the visit.

I have read and understand the above policies of the office of Dr. Shunney:

_____ Date: _____
Signature