

Ahava Health Policies and Procedures updated 5-14-20

Communication:

- **Quick question**—please call or email – almost always emails are answered within a day or less, except weekends.
- **Longer questions**—if you need more than about 15 minutes, please make an appointment with me.
- **Texting** – **please use texting only for very simple matters such as checking an appointment time. I will usually respond by email** if you send questions or other concerns by text. Please check email if waiting on a reply.

Consultations:

- Free pre-test consultations are provided for new or potential new clients for up to 20 minutes – if we exceed this time in your pre-test consultation, the additional time will be subtracted from the total support time for your option.
- Consulting is provided on an *as-needed basis up to the total allowed* for your chosen option.
- By an averaging principle this arrangement works out nicely, allowing me to offer generous amounts of time when a client needs it without charging additional fees in most cases.
- **Extra Consultation Time:** If you need more consultation time than is included with the option you chose you may add time at the rate of \$80 per hour. If you are not working with me as your practitioner but wish to use my services the fee is \$90 / hour.
- You may at times speak directly to Dr. Wilson if there is a need: there is no charge for this

Updates:

I send a request for you to update me once a month by email.

My response time on emailed updates may be a few days whereas if you send a question about a problem, I will respond within 24 hours almost always.
If something is urgent or time-sensitive please let me know in the subject line of the email

**“Office” Hours:
M-F 8:30 am - 5:30 pm
Arizona Time**

- Please call me if you've sent an email about something important and haven't gotten a response fairly rapidly.

▪ **CALL ME WHEVEVER THERE IS ANYTHING URGENT even outside of business hours**

▪ **If you cannot reach me OR if you are considering going to the emergency room due to an urgent matter, Dr. Wilson would like you to call him directly, first.**

Please call and ask me for his phone number or if I'm unavailable call Regina Renken at 281-813-3682

Each time you test I need:

1) forms, 2) hair sample, 3) payment
The forms are on my website www.ahavahealth.com I can also send a retest kit by regular mail if you like

My Address:

**Sheila Dobson, NC
2412 N Bryant
Apt B
Tucson, AZ 85712**

I am currently based in Tucson but do travel to Phoenix and offer services there.

Supplements:

Are available from **Endomet Laboratories**. Their website is www.arltna.com and their order page is www.endometorders.com. – please note - this page may not be found on an internet search. My clients receive a 20% discount on Endomet supplements when they order correctly. You must call them at 602-995-1580 or 800-528-4067 to get set up to order online using the above webpage. *If you order any other way than directly through Endomet by calling them or using their online ordering page, you will pay full price and your consultant will not receive a commission so please take care to order correctly.*

Retesting:

- **Retesting is VERY IMPORTANT**, and must be done every 3-4 months – less optimal is to do it every 4-5 months.

- Retests are needed because your body chemistry changes as you progress and we must adjust the program as the changes occur.

- **Retesting on time is the client's responsibility.** *I try to send reminders but don't always manage to do so. Please **put a reminder on your calendar or ask me if need be, when it is time to retest!***

- **IMPORTANT: If more than 6 months has passed since your last test I must at that point consider you no longer a client.**

Likewise if you have used up the support for your option, you need to retest or pay an additional fee before you may have additional support time.

Please feel free to call me if you have any questions!

602-421-1242

Email is great too: sdruch@att.net

Nutritional Balancing often involves a lot of education or coaching. Asking for help and checking in regularly will assure the best progress. **This is not like other programs and it takes time to learn how it works.** My clients are encouraged to update me monthly; more often if there are difficulties.

Supplements: These are available from **Endomet.** When we say "Zinc" we mean Endomet's zinc, for instance. See reverse for ordering and other information. Purchases of supplements help fund clients' support. It is explained in Dr. Wilson's articles and on my website that supplements usually run about \$140 - \$180 per month per adult.

Fees: are due when you send the sample and forms. See options at right. Check or money order are preferred; PayPal is also fine. *Please make checks or money orders payable to Sheila Dobson.*

Discounts: Two members of the same household testing **at the same time** receive a discount of \$15 off the total. For a parent and child testing together, the discount is \$15 off the total and each additional child receives the same discount of \$15.

Children and young adult (up to age 18) – first programs are \$155 *when a parent is on the program* and adds a child, retests are \$145. For a child or young adult beginning *without a parent on the program* – \$175 for 1st test; retests \$160.

Pet programs are \$115 for pets of existing clients or when client and pet begin together, and are \$135 otherwise. Support time is 1 hour.

International clients – receive an emailed copy of the results and program. A copy of the lab booklet can be emailed or mailed, OR a paper copy of the program can be mailed -- an additional fee applies. Please be aware, **some countries prohibit certain supplements** or even all supplements, and **Endomet will not ship to some countries.**

Meeting / Sample Cutting: For clients within driving distance of Tucson or Phoenix, Az, I can cut the sample for you if you wish. I can also just meet with you in person if you would like to meet me. I charge \$40 per half hour for sample cutting or for meeting in person. This fee applies even if you are using time from your support package; for instance you may use 1 hour from your allotted 2 hours of the limited option to meet with me but need to still pay the \$40 fee to meet in person. Meeting by phone within the context of your chosen plan (either limited or standard) does not involve any extra fee so long as you don't use more time than you have remaining for your option.

Fees

You have two options. Both options include the mineral analysis test, the program and a variable amount of support time until the next test. To allow you to better understand the cost of my services, it may help to know that I pay approximately \$80 for your test, consultation with Dr. Wilson and associated costs involved in processing the test.

❖ Standard Option:

First test - \$230; Retests - \$195 (existing clients \$190)
Support time: up to **3 hours** of support total (email and phone). Lab booklet is included with the first two programs (except international clients). Results are emailed when I receive them. Program is delivered by regular mail and email for first two programs.

❖ Limited Option:

First test - \$185; Retests - \$165 (existing clients \$160)
Support: Up to **2 hours** total between phone and email. The lab booklet is not included. Program and results are delivered by *email OR regular mail.*

Minimal Supplement Purchases: If your supplement purchases average less than about \$110 per month this is fine, but you will not be entitled to the full amount of support that normally comes with your option. You may either **add a fee to keep the full amount of support** OR **reduce the support time.**

- Keep the support time the same and add a fee: Standard option – the additional fee is \$75; Limited option -- add \$65 – if supplement purchases are less than \$50/month please add \$120 or \$90.
- Keep the Fee the same and Reduce support: Standard option -- reduce the support to 2.5 hours total, Limited option: reduce support to 1.5 hours total.

If you already have test results the fee depends on the lab that did the test – if your test is from TEI, subtract \$40 from your chosen option. If you have an ARL test, subtract \$60 from your chosen option.

NO supplement Purchases Whatsoever –The fee for the limited option will cover your test, program, and 45 minutes of phone or email consultation time.

Intensive Cases: If you use most or all of your support time for the standard option within the first two or three weeks of starting a program, an added fee may be assessed.

Support Time: Time spent on routine matters such as payments or setting appointments, *is not counted against the total time allowed for your option.* Support time is documented and clients are welcome to view this. Just ask for your timesheet or your total time used.