

Ahava Health Policies and Procedures updated 11-9-2020

Communication:

- **Quick question**—please call or email
- **Longer questions**—if you need more than about 10 minutes, please make an appointment
- **Texting** – **please use texting only for very simple matters such as checking an appointment time. I will usually respond by email** if you send longer questions
- **Forms** – please fill out in **black or blue ink and scan, mail or send electronically in PDF format when you send your sample.**

Consultations:

- 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 because the fees and the time average out to an acceptable ratio given the established guidelines and limits. However, this means that support time is not transferrable to other family members, as a rule; this defeats the system. The system functions a little like insurance.
- **Extra Consultation Time:** If you need more consultation time than is included with your option you may add time at the rate of \$90 / hour.
- You may at times speak directly to Dr. Wilson if there is a need: there is no charge for this
- 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.

Updates:

I send a request for you to **update me once a month** by email (or regular mail is fine too). **My response time on emailed updates may be a few days whereas if you send a question about a problem, I will usually respond within 24 hours except on weekends.**

If something is urgent or time-sensitive please either CALL ME or 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 within about 1 day
- **CALL ME WHENEVER 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:
FORMS, HAIR SAMPLE, 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 at times 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 \$130 - \$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. I am phasing out use of PayPal in 2021 and will stop accepting payments this way February 28, 2021. Please get set up to use Western Union or direct transfer if you are an international client. Others please pay by check. *Please make checks or money orders payable to Sheila Dobson.*

If you already have test results subtract \$50 from your chosen option.

Mailing Samples: please use regular US mail or Priority Mail or Fed Ex or DHL to send your sample; **DO NOT send your sample by certified mail (such that I need to sign for it), if you do it will delay receipt of the item.**

Discounts: Two members of the same household testing **at the same time** receive a discount of \$15 off the total. **Three tests from the same household get a \$25 discount; four tests, \$30 discount.**

Children and young adult (up to age 18) – all programs are \$165.

Pet programs are \$140. 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 -- an additional fee applies. 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.

Fees

Both options below include the mineral analysis test, consultation with Dr. Wilson and the written program that gives results interpretation and guidelines. Client support time is mainly funded through supplement purchases from which I receive a commission. To allow you to better understand the cost of my services, understand that I **pay approximately \$80 for your test, consultation with Dr. Wilson and associated costs involved in processing the test.**

❖ Standard Option:

First test - \$250; Retests - \$205 (clients beginning in 2021)

First test - \$235; Retests - \$195 (clients beginning in 2020 or earlier)

Support time: up to **3 hours**. Lab booklet is included if you wish, with the first two programs.

❖ Limited Option:

First test - \$200; Retests - \$175 (clients beginning in 2021)

First test - \$185; Retests - \$165 (clients beginning in 2020 or earlier)

Support: Up to **2 hours**. Lab booklet is not included.

Minimal Supplement Purchases Means Reduced Support

time: If your supplement purchases average less than about \$125/month but are at least \$80 /month the amount of support is reduced as follows: Standard option -- reduced support time is 2 hours. Limited option: reduced support time is 1.25 hours.

If you use up all your support: you may retest again and start over with a new "batch" of support time. Also if you are purchasing a number of non-Endomet supplements in some cases these can be purchased through me and they will count toward your total.

Very minimal Endomet supplement purchases –the limited option will cover your test, program, and 45 minutes of consultation time **for the first program;** for subsequent tests you will need to pay for support on a fee for time basis.

Complex Cases: If you are or become a "complex case" I will spend extra time on your case in most every way; this necessitates that you choose the standard option. When there are difficulties you may use up the support time for your option and incur fees at my hourly rate for more support time. You will be asked to pay for the additional time. I try to note when a client is near their limit of support time and let them know but it is not always possible to do this. You are always welcome to ask me to check if you are concerned that you may go over your allowed support time and I will let you know your total time used.

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.