

NANCY K. LONSDORF, MD, PC

Integrative Health Practice

FAQ's Frequently Asked Questions

ATTN: For urgent, acute symptoms, please see an urgent care or emergency room physician immediately (i.e. call 911 or go to your nearest hospital emergency room.)
Do not delay treatment until you can contact Dr. Lonsdorf!

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What does this practice offer?

Dr. Nancy Lonsdorf is an award-winning physician who offers natural, integrative therapies for the prevention and treatment of cognitive decline and other chronic health conditions. Dr. Lonsdorf is a graduate of the Johns Hopkins School of Medicine and is a diplomat of the American Board of Integrative, Holistic Medicine. She has 35 years experience utilizing the integrative approaches of Ayurveda (**eye your vay duh**)—a W.H.O.-recognized comprehensive system of natural medicine—as well as diet and nutrition, hormonal evaluation and other integrative and complementary approaches.

What kinds of conditions does your practice address?

Dr. Lonsdorf has special training and expertise in the prevention and treatment of cognitive decline, as well as addresses other chronic conditions, meaning a variety of persistent, non-acute health problems. Common examples are memory issues, menopausal problems, menstrual difficulties, weight loss, high cholesterol, headaches, skin problems, anxiety, sleep disturbance, digestive problems, chronic pain, arthritis, fatigue, anemia, nutritional deficiencies, premature aging, etc.

If you are not sure whether we treat your condition, please feel free to contact us. If you require a more complete modern medical workup or prescription drug usage you will be recommended to also see your local conventional medical doctor. If you do not have a medical doctor Dr. Lonsdorf can provide recommendations for specific practitioners in some instances.

What does Dr. Lonsdorf's practice NOT address?

We do not evaluate or treat acute conditions such as injuries, colds, flu, acute kidney stones, gallbladder attacks, urinary tract infections or other acute infections. For immediate evaluation and help with these conditions, it is recommended that you consult with your primary care physician, or seek immediate treatment at your local urgent care center or hospital emergency room.

What types of therapies will be recommended for my health condition(s)?

Dr. Lonsdorf utilizes natural, integrative approaches that support the body's own inner intelligence, the basis of all healing. She has special expertise in Ayurveda and all consultations include an evaluation and recommendations from the perspective of that comprehensive health approach.

She also addresses the gut-based, nutritional and hormonal aspects of health and may recommend specialized tests as needed. In addition, the presence of certain toxins such as heavy metals may also be investigated. Lastly, your lifestyle, mental and emotional stressors and any other factors impacting your health will be considered in your evaluation and treatment.

Treatments include dietary, lifestyle, herbal, purification, stress reduction techniques and nutrition. She may also use approaches that directly rebalance and enliven the body's deepest level—what is described in Ayurveda as the level of healing intelligence of Nature. These technologies may utilize subtle sounds or vibrations to restore balance and health.

Lastly, Dr. Lonsdorf offers “Coaching for Mind-Body Balance,” a coaching methodology that is being studied in a large government-funded research project for health care workers during the COVID crisis. She and her master coach colleague, Ziv Soferman, PhD, have coached hundreds of clients and have documented an 85% + rate of resolution of issues, new perspective, sense of empowerment, etc. reported by the coaching clients.

If you have a health, life or career goal that you would like to achieve, and feel you need to get “in flow,” “unblocked” or motivated or resolved of a particular stress, please inquire about “Coaching for Mind-Body Balance.”

What can I expect from a consultation with Dr. Lonsdorf?

You can expect that your health issues will be addressed in a thorough and comprehensive way, with attentive listening and respect for your preference for treatment approach.

From the start, your symptoms and condition will be evaluated according to the principles of Maharishi Ayurveda, as well as from nutritional, hormonal and functional medicine perspectives.

Dr. Lonsdorf will ask you about your health issues and your goals for the consultation. She’ll then review your health history, including details of your diet and lifestyle, take your pulse to evaluate your state of balance according to Ayurveda (this is accomplished through alternative means during phone or skype consults,) and complete any pertinent physical examination.

In addition to evaluating your condition according to conventional medical standards, your evaluation will give information about the balance of your three “doshas” (Ayurvedic mind-body principles,) the presence of any impurities or blockages, your digestive capacity, your overall strength and healing ability, and an understanding of the specific contributing factors in the areas of mind and emotions, behavior, diet and environmental influences on your health condition.

Dr. Lonsdorf will then recommend a program of highly personalized natural approaches including diet, exercise, daily routine, herbs, supplements and other Ayurvedic and integrative modalities to re-balance your mind-body system and help you become truly healthy while minimizing the need for pharmaceuticals and their side-effects.

“Second Opinion”—You may also wish to discuss with Dr. Lonsdorf a recent medical diagnosis, test results or treatment recommendations you have received from another doctor. She will discuss the potential usefulness of the recommended treatments for your condition as well as answer any questions you have. Alternative or adjunct natural treatments may also be discussed in light of their appropriateness and potential usefulness for your condition.

Will Dr. Lonsdorf be my primary care physician?

Dr. Lonsdorf does not provide primary care services such as acute care (colds, flu, urinary tract infections, etc.), Pap smears, after-hours call, medication prescriptions, doctor’s letters, employment physical exams, accident insurance forms, disability forms or letters, etc. at this time. You are strongly encouraged to maintain regular checkups and care with a primary care physician of your choice for these important health services.

Can I get a prescription for blood-work or nutritional testing from Dr. Lonsdorf?

Yes, blood-work, nutritional testing, hormonal evaluation and other diagnostics may be ordered for you, or recommended through your local physician, depending on your individual needs, and the state in which you reside.

Dr. Lonsdorf's ability to write lab test orders and prescriptions for hormones and other services will depend on which state you are in at the time of the consultation, and your state of residence.

If you have the opportunity to consult with Dr. Lonsdorf in person, she will be able to provide these services to you at the time of your visit, and for some months afterwards, regardless of what state you are in.

In all cases, she will be happy to provide lab test recommendations, etc. for you to share with your local provider, and obtain those tests and services through him/her. Please discuss with our scheduler if you have any questions.

Does Dr. Lonsdorf address psychological and emotional issues and disorders in her practice?

Yes. Dr. Lonsdorf will give evaluate your issue from the point of view of conventional approaches as well as Ayurveda and integrative medicine. Based on her evaluation of your pulse, history and physical exam (when an in-office visit,) you may receive recommendations from integrative medicine and Ayurveda, as well as further recommendations (in addition to drugs or therapy when indicated,) that can speed the healing process include herbs, diet, routine, exercise, nutritional testing, supplements, and in-depth coaching sessions for emotional or mind-body issues (see section on this below.)

Just as for physical conditions, if you are currently in treatment for a mental or emotional disorder, it is recommended that you continue your current treatment program and add Dr. Lonsdorf's recommendations as an adjunct, subject to the advice of your treating practitioner.

Are There Any Forms I Need to Complete Before My Consultation?

Yes. You will be sent a link to a secure, encrypted online Health History Questionnaire to fill out before your first visit, and an online Follow-Up form to complete before subsequent visits. These forms give a comprehensive picture of your medical condition from both a medical and integrative perspective, and allow the doctor to spend more of your consultation time on your current health issues and their treatment.

If you have difficulty filling them out or submitting them, please contact us as soon as possible.

Please fill out and submit the online form **one week prior** to your consultation, if at all possible. There is extensive work that Dr. Lonsdorf's assistant must do with data entry into your electronic health record, as well as creating flow charts for any lab tests that you send us before your visit. Filling your form out **at least 72 hr in advance.** will help ensure that our devoted assistant will not need to work late into the night before your consultation, and that the doctor has a chance to review all your submitted data prior to speaking with you in your consultation.

What should I bring to my consultation, enter to your online health questionnaire, or send us by email or portal prior to your session?

- **A list of all prescription medications** you are taking, with dosage. (Or you may bring the actual bottles with original labels intact.)
- **A list of all supplements**, herbs, hormones, vitamins, etc you are taking, with dosage. (Or the bottles with label intact.)
- **Copies of any laboratory reports** of blood-work, MRI, CT, ultrasound, etc. that relate to any condition(s) you wish to discuss. (It is not necessary to bring actual films.)
- **If you get a cold, flu** or other infectious condition, please reschedule your visit for later, as your pulse will not accurately reflect underlying patterns at that time. Please remember that 5 business days notice is required for cancellation without a fee. If there is an emergency, at the office's discretion, the cancellation fee may be applied as a credit to your rescheduled visit if completed within 1 month.
- **Keep your usual eating schedule**-- Ideally, eat a light meal at your usual meal time prior to your consultation, and ideally avoid caffeine and alcohol on your consultation day, if possible.
- **NOTE:** If you must for some reason mail us your health questionnaire or lab data, please send by U.S. Mail in time that it arrives at least 5 business days prior to your scheduled appointment and mail to the physical office address of 1100 N. 4t. St, Suite 211, Fairfield, IA 52556, NOT the PO Box.

Additional Charges not covered by Consultation Program Fees:

Prescriptions Outside of Consultations: Requests for prescriptions for laboratory tests, medications and certain administrative requests made **outside** of a consultation are granted on an individual basis and are subject to a \$75 service charge per item, depending on the situation, payable at the time the service is provided. This fee does *not* include discussion of abnormal results, which usually requires a scheduled consultation, at the doctor's discretion.

Follow-Up Visit or Phone Consultation: If test results following a consultation are outside the normal range, a follow-up consultation at usual fees may be required at the discretion of the doctor, to properly discuss the results and formulate the best treatment approach for you.

All scheduled phone consultations are billed at usual consultation fees, including discussion of recent lab results, i.e. re: their significance and any treatment recommended.

Administrative requests such as copies of medical records, bona fide medical excuses for airlines or other purposes, product prescriptions for tax purposes, are provided at a fee of \$30 per request, plus 10 cents per copied page. Accounting requests are met, if data is available, at a fee of \$100/hr.

Re: special letter or form requests: Fees for letters and forms that take longer than 5 minutes of the doctor's time are prorated according to usual established consultation fees of \$500 per half hour.

Do I need to schedule another appointment to go over lab results with the doctor after I have a blood-test or other test done?

It depends. If the result is very simple, such as you are recommended to take a B12 or Vitamin D supplement, Dr. Lonsdorf will notify you of that by email. If the results are more complicated or potentially serious, an additional visit or phone session, billable at the usual hourly rate, may be required to discuss and receive recommendations and guidelines for any further medical work-up (testing.)

Will you call me when the test results return?

If you have had a blood-test or other tests done as prescribed by Dr. Lonsdorf, and you have not heard back from us about results within 3 days for tests done at the local hospital, or 3 weeks for test kits from our office that you do and send directly to the specialty lab, **please call or email our office, and we will get back to you.**

Time for Specialty Test Results to Return:

- Hormone test results usually take about **2 weeks** from the time the lab receives the sample.
- Nutritional/heavy metal test kit/immune/stool/mycotoxin/chemical test results usually take **3+ weeks** to return.

Is follow-up help after my consultation included?

Close follow-up in the days and weeks following your consultation is valuable to ensure that your progress is smooth and that you get the best results from your treatment program.

Your consultation fee includes email contact with Dr. Lonsdorf for 2 weeks following your consultation, for questions **directly relating** to the recommendations given in your consultation. After that time, answers requiring 5 minutes or longer are billed at the hourly rate. Additional issues or requests may require a follow-up consultation, to properly address your questions or issues.

Does Dr. Lonsdorf accept health insurance?

In short, we do not accept insurance directly. All fees are due and payable at the time of your consultation.

Re: Medicare

Our practice has “opted out” of Medicare, meaning you are unable to submit any bills to Medicare from our office.

Lab tests that Dr. Lonsdorf may order for you, however, will likely be billable to Medicare by the lab that will perform the tests. They will usually bill Medicare directly and you will be responsible only for what Medicare does not cover.

Private Insurance and no Medicare

However, if you have private insurance and are not on Medicare, we will be happy to provide you with a receipt for your doctor's visit that you can send in to your insurance company (not Medicare), or use for tax or Medical/Health Savings Account purposes.

If your private insurance covers doctors' visits to the physician of your choice for a medical condition, and you have met your deductible, it usually will cover a portion (often one-half to two-thirds of your visit cost.)

Please keep in mind that your insurance company alone determines whether and how much they will reimburse for your visit. We encourage you to consult your insurance company before your visit if you are concerned about coverage for your visit.

If you wish to check with your insurance company, it is usually sufficient to ask them if they cover office visits to a doctor who is "out-of-plan," or "not a preferred provider." If you have a specific medical condition that you are consulting about, the visit will meet usual standards and requirements for a billable office visit and is not, and should not be described as, "alternative" or "Ayurvedic."

The receipt you receive from our office at the end of your consultation will state the fee for the visit, confirm that you paid the fee, and will provide a diagnosis code and a visit code. This information is usually sufficient for your insurance company to reimburse you or credit your deductible. We regret we are unable to provide further service to insurance companies if they request more information.

- **Re: Telephone Consultations:** Please Note: Insurance companies do not usually offer coverage for telephone consultations. However, during the COVID-19 crisis, some insurers are more liberally covering telehealth visits that utilize video technology. Please ask our scheduler if you have further questions.
- **Re: Nutritional Testing:** Nutritional testing is often not covered by insurance. However, some nutritional and hormone tests might be covered by your insurance, or enable you to receive a reduced rate on the tests. This will be discussed at your visit, if nutritional testing is recommended.

How Do I Pay for My Appointment?

Payment is by credit card only and is arranged at the time of making your appointment.

For more details, please refer to the Fee Schedule handout provided with your consultation information by our scheduler when you call for an appointment.

What Payment Options are Available?

- Payment in full is due before your consultation.
- Major credit cards and personal checks are accepted, including Discover and American Express.

How can I keep my appointment time down to a minimum? I am on a tight budget.

The following tips will help to make your appointment most efficient:

- Let Dr. Lonsdorf know before the consultation begins that you would like keep the consultation time down to the scheduled time, or time included in your package, if at all possible.
- Limit your consultation to the most important health problem you have and save other issues for a future visit.
- Fill out and submit your online health history forms at least 72 hours ahead of your appointment time so that Dr. Lonsdorf's assistant can enter the data into your health and laboratory record, and Dr. Lonsdorf can begin to review and consider your issues in advance.

Access your online questionnaire here: <https://drlonsdorf.com/ama-questionnaire/>

NOTE: If you are not comfortable with navigating the computer please request paper copies of the forms to fill out and submit either by secure fax (877-603-1325) or regular mail. According to the new HIPPA regulations medical information cannot be sent via email.

What is your coaching program and what can it do for me?

- Coaching is a conversation with a specific format designed to actualize the individual's own resources for transformation to achieve a goal, or to overcome resistance or resolve an issue. Our in-depth Coaching goes beyond ordinary health coaching to address the root causes of lack or difficulty in specific areas of your life.
- You will gain insight into and come to resolution with formative issues at the root of what holds you back in health, relationships, finances, career or other areas of your life. The in-depth coaching program gives deeper insight into your own psychological processes and helps free you from old patterns, resulting in more confidence, clarity and success in specific areas of your life.
- Our research indicates that our coaching clients enjoy an outstanding 85% success rate. [After the first session, 85% of the clients agree or strongly agree that the objectives of the coaching session were achieved and the remaining 15% agree "somewhat."] These results are based on over 1000 hours of coaching with over 75 clients.
- Our coach is extraordinary and highly effective in guiding you to the results you desire. Those being coached commonly remark that they have never felt so deeply understood, and that they made more real and lasting progress in a few days of coaching than in years of therapy.
- Note: Coaching sessions are not a treatment for mental disorders and are not a substitute for medication or psychotherapy.

Appointment Confirmation

Please be sure the appointment time you requested by email or voice message has been confirmed through email or phone by Dr. Lonsdorf or her staff before coming for your appointment.

Confirmed appointments are automatically confirmed with you by email from our Scheduling Site. Please follow the guidelines in your confirmation about what to prepare/bring to consultation.

Cancellation Policy

We do require **5 business days** should you need to cancel or reschedule. Please note there is a **\$100** cancellation fee for appointments cancelled with less than 5 business days' notice. The \$100 cancellation fee will be charged at the time of the late cancellation or missed appointment.

However, in emergency situations, at the office's sole discretion, the \$100 cancellation fee may be applied as credit towards your next visit if rescheduled and completed within 1 month.

Policy Changes

Please note that the policies described in this practice brochure are subject to change without notice. It is advisable to consult Dr. Lonsdorf's website at www.drlonsdorf.com periodically for the latest updates on her practice.