

Four Winds Natural Healing Center Inc.

New Patient Orientation

Our Mission at the Four Winds Natural Healing Center, Inc.

Our mission is to provide the highest quality level of natural healing services. Four Winds offers evidence based and clinically tested approaches to natural healing. We pride ourselves on our expertise in botanical healing, customized herbal formulation, identification of the root causes of disease, personalized approaches, innovative perspectives, multi-cultural sensitivity, individualized nutrition programs, our kindness towards patients, understanding of complex situations, and our smiles! We strive for daily self growth, cultivating true wisdom and embracing happiness. We embody the traditional healer in a modern clinical practice. Most importantly, we get results!

Patient Appointment Fees* (Effective 5/1/16)

Nicholas Schnell, Clinical Herbalist, RH (AHG), Nutritionist, RD, LMNT

Description	Time	Fee
New Patient Package Deal – Includes 60 minute initial appointment and two 60 minute follow up appointments (Must be paid in advance)	1 – 60 minute initial 2 – 60 minute follow ups	\$250 (Savings of \$45) Over 15% Off!
Initial Appointment	60 minutes	\$135
Follow Up Appointment	60 minutes	\$80
Follow Up Appointment – Moderate	45 minutes	\$65
Follow Up Brief	30 minutes	\$50
Follow Up Short	15 minutes	\$30
Five Minute Mini-Consult	5 minutes	\$15
Children's Initial Appointment (Age 0 – 14)	60 minutes	\$115
Children's Follow Up Appointment	30 minutes	\$50
Letter to Physician, Medical Professional, Educational Administrator or Employer	Per Letter	\$15
Letter to Insurance Company	Per Letter	\$20
No Show or Less than 24 Hour Notice to Reschedule for Appointment	Each Visit	\$35
EQH – Medical Chi Kung	60 minutes	\$80
Private Chi Kung or Tai Chi Lesson	60 Minutes	\$80

* Prices do not include herbs or supplements. Prices are subject to change without notice.

Kristin Schnell – Certified Life Coach

Description	Time	Fee
Life Coaching, Short Appointment	30 minutes	\$45
Life Coaching, Regular Appointment	60 minutes	\$75

Summer Schwery, Licensed Massage Therapist

Massage Therapy	~ 60 minutes	\$65
Massage Therapy, Short	~ 30 minutes	\$45
Massage Therapy, Package Deal	3 full 60 minute appointments	\$160

Services Offered to All Patients

We empower patients to take charge of their healing process. Our staff and practitioners offer a variety of services. Any of the following services can be incorporated into your comprehensive care plan at your choice including:

- Nutrition Counseling & Food Therapy
- Food Allergy, Food Intolerance and Chemical Sensitivity Diet Programs
- Nutrition Assessment & Nutrition Supplement Programs
- Individualized Herbal Formulation & Clinical Assessment
- Traditional Western Herbal Medicine (TWHM)
- Traditional Chinese Medicine (TCM)
- Traditional Ayurvedic Medicine (TAM)
- Traditional European Phytotherapy (TEP)
- American Eclectic Herbalism (EHM)
- Aromatherapy and Kneipp Hydrotherapy
- Lifestyle Coaching
- Supplement & Medication Drug Interactions Review
- Supplement & Herb Safety Review
- Chi Kung and Tai Chi
- Massage Therapy
- Honest, Direct & Compassionate Advice
- Inspiration

Before Your First Appointment & What Information to Bring

Please arrive 10 minutes before your appointment to fill out the initial assessment forms. Please, bring ALL of your herbal, nutritional supplements and/or prescription medications. It is best to bring in the actual bottles, so we can look at the labels. This helps us check for possible herbal or nutritional drug interactions with medications.

If you have your medical records, please bring them to the appointment including recent lab work, urinalysis, medical test or blood tests. We do not need to see MRI, X-Ray or CAT Scan results. A recent log of blood pressure or blood glucose readings is helpful. This information will help us assure the safety of your program, as well as identify any possible nutrient deficiencies or drug interactions that have not been properly diagnosed. Please also bring a short list of your top five health goals and areas of concern.

The Initial Appointment

All clients receive a 60 minute initial appointment. This ensures a complete assessment to address each individual's unique needs. The initial appointment includes nutrition and dietary analysis, review of medical history, interpretation of labs, TCM pulse assessment, TCM tongue assessment, physical nutrition assessment (hair, skin, nails, eyes, etc.), anthropometric assessment and complete herb assessment. Nicholas is an expert in these ancient and clinical assessment techniques. The information obtained shows the true root cause of disease, as well as how complex healing may be.

Feel free to discuss anything with Nicholas you feel is important to your healthcare. This includes: unique beliefs, religious beliefs, customs, dietary philosophies, ideas on the healing process, or any other important aspects of your life. We really want to know everything that has happened in your health history. Everything that is on your mind is important to the success of the case. You will not be judged and can be assured you will be accepted. We pride ourselves on being receptive, understanding, and caring.

All information is confidential. If you would like us to share information with family members, guardians or friends, we will need your approval to do so. This ensures a safe environment where any information can be discussed.

Follow Up Appointments

After the initial appointment, it is recommended a client call back within seven to ten days to briefly discuss their progress, to note any changes and to answer any questions. Patients are encouraged to call the office with questions they may have at any time. Because many people are sensitive, we tend to give milder formulas the first appointment. Each formula can be made successively stronger.

A follow up appointment should be scheduled three to five weeks after the initial visit, depending on the nature of the disease. At this time, the changes in health status from the previous visit will be noted. The client will be completely re-assessed and pulses will be carefully re-evaluated at this time. The formulas will be modified and strengthened to address all of the patient's individual needs. Years of experience has shown us the body starts showing deep changes about 3 weeks after starting formulas. This is an ideal time for a follow up. In ancient times, a true assessment or prognosis was not formulated until seeing a patient after the first follow up.

Herbal formulas and nutritional recommendations will likely be changed or slightly modified to fit the ever-changing needs of the patient. Holistic healing is a very in-depth process that is similar to peeling an onion. One slowly corrects the surface issues, as you continually look to address the deeper issues. The unique needs of the body may change quickly, so the individualized program must be adjusted to ensure the body is adequately nourished on its path to true healing. As many illnesses improve or go away completely, older illnesses may surface. This is not an uncommon occurrence in the natural healing process, and it represents that next "layer of the onion that needs to be peeled away". In Traditional Chinese Medicine, it is classically stated, "focus on the branch and root at the same time". This means we always address the deeper root causes of imbalances, while at the same time improving the daily complaints clients have.

After the first few follow-up appointments, it may not be necessary to return for a long period of time. More difficult, chronic or serious cases will require a follow-up every month for at least the first six months. The number of follow-up appointments will vary depending on the severity and difficulty of the case. Many clients choose to have a long term relationship with us. Even after they have achieved their health goals, they choose to focus on prevention. We are always here for clients whenever they need a tune up or re-evaluation.

The Healing Process

Remember that the illness was not created in one month, so it will take some time to create deep healing. As a general rule, it is commonly believed that for every one year of the illness, it will take one to three months of dedicated healing. If one has had an illness for 6 years, you can estimate it will take 6 - 18 months to create healing at the deepest levels. Have patience and remember that holistic healing addresses the true underlying causes of illness. Remember that holistic healing does not merely mask the illness but corrects imbalances at the very root or core of our being. Some chronic diseases may take many years to totally overcome. How quickly patients experience results

will also depend on their ability to change their diet and lifestyle. The amount of stress and the degree of emotional/spiritual balance also has a very large role to play in the healing process.

Do not be surprised to notice positive changes in your condition within seven to ten days. We feel like our work is so in-depth and our knowledge of herbalism so specific, that it is common to notice minor changes fairly quickly. It may take up to four weeks or more to notice a reduction of symptoms in more severe cases. Remember that natural healing might be a slower process, but its powerful effects are often times permanent. By changing one's constitution, a person's body, life or even reality may be changed. After a dedicated course of formulas and lifestyle changes, many clients can completely go off of their natural supplements. Unlike western drug pharmaceuticals, when the root issue is resolved, people can often quit taking all their natural formulas too. At that time, some clients choose to actively pursue preventative holistic health care.

What if I Experience Strong Reactions or Rapid Changes

Natural healing is truly a process of growth and change. Many patients are not expecting the degree of changes that can rapidly happen. If you experience strong changes or strong reactions to a formula that you are uncomfortable with, please stop taking your formulas and call our office. We can discuss exactly what your body is going through. Strong reactions are very common when undergoing detoxification therapies. Many of these rapid changes or reactions are extremely good indicators, but they can be very unusual to those not experienced to using natural healing methods. Some clients may experience both physical and emotional cleansing symptoms, similar to what often happens during counseling therapy.

Contacting the Office

Patients can contact the office at any time with questions by email, phone or texting service. Our goal is to respond to all messages within 24 hours. Please know that it is difficult to often catch people on the phone, so emailing is becoming an increasingly efficient way to communicate. Here are the office contacts:

- Text the office directly at 402-965-0097
- Call the clinic office at 402-933-6444
- Email the clinic office at fourwindsnhc@gmail.com (Best for communication)
- Check out our website at www.FourWindsNHC.com
- Check out our office Facebook page or follow the clinic for constant updates
- Email Nicholas directly at spiritbear4@msn.com
- Email Mo directly at ramonahorner@gmail.com
- Email Kristin directly at kristinmschnell@gmail.com

Hours

Normal clinic hours are from 9:30 AM to 5:30 PM, Monday through Friday. After hours appointment times can be arranged if necessary. Please call in advance before stopping by the office for a formula refill. Our formulas are custom made and require some time to compound.

Scheduling Appointments & Common Courtesy

We ask for the courtesy of a proper 24-hour notice to change or cancel your appointments. We have a very small staff, and this makes our life much more peaceful! Appointments fill quickly, and this ensures that those in need can get the attention they seek. Not providing a 24 hour notice or not showing up for an appointment will result in an automatic \$35.00 rescheduling fee for the first missed appointment. Second occurrence of missing an appointment without a 24-hour rescheduling notice will result in full consultation charge. This charge must be paid before another appointment can be rescheduled. Our office is very busy and our patients have serious health needs. No show appointments prevent those who are in great need from getting into appointments. This policy is a

reflection of our dedication to patients and their healing journey. Please call the office if you are going to be arriving late or have difficulties finding the office.

FDA GMP Compliance

Four Winds strictly follows FDA's Good Manufacturing Practices (GMPs). All formulas are made in a sanitary environment with a great deal of paperwork. We guarantee the quality of our work, that it is free of any adulterants, has no additives and is free of heavy metals or any contaminants. This is a great undertaking for a small family owned business and takes much time. It is part of our assurance to you to offer the best product available.

Formula Refills

Your formulas are pieces of artwork that are custom made with great attention. These individualized formulas take much time and detail. With all the FDA paperwork we do on each formula, it takes a lot of time. We have two requests for refills. One, we request all clients call 24 hours in advance of needing a formula. Second, we request that clients refill at least two formulas at a time to help us out. When people are feeling great, we ask they try to refill enough formula to make it to their follow up. These changes allow us to serve you better and more effectively. If formulas need to be adjusted, we can easily modify them at your visit.

Referrals

We welcome referrals from physicians and other healthcare providers. We also welcome referrals from clients for their family and friends. Clients of all ages (infants to the elderly) can be seen for their unique holistic healthcare needs. Holistic healing can play a vital role in the recovery from most illnesses. Family and group sessions are also available. The best healing is when you can see the whole family!

Our Specialty- Difficult Cases

The Four Winds Natural Healing Center and Nicholas specialize in difficult and chronic cases. We love working with clients who have been to Mayo, research medical centers and other specialists. We specialize in creating unique, complex herbal formulas and comprehensive nutrition programs to address the needs of the individual. A comprehensive healing program can be made for any person and most all ages! We routinely see patients who have failed to get results from national experts or other medical specialists.

Insurance Reimbursement

Patients must contact their insurance companies directly to determine their coverage and eligibility.

We do not bill the insurance companies or directly contact insurance companies. If a medical doctor will write a prescription for nutrition counseling for seeing Nicholas, there is a better possibility of coverage. Please bring the prescription with you! Patients should be aware that nutrition counseling or medical massage can sometimes be filed as tax deduction under medical expenses.

Health Spending Accounts

Many clients are able to use their Health Spending Accounts (HSA) to pay for their appointments. Nutritional counseling with Nicholas and medical massage therapy with Angie are eligible for most HSA plans. Plans vary, so clients must contact their insurance providers directly to determine coverage.

Business Policies

Payment is due at time of office visit. We accept Visa, Mastercard and Discover, cash and check. A \$30.00 service charge will be automatically charged to any returned checks. Payment on returned checks must be made in full before the next office visit. Special payment plans are available for all who qualify. We always do our best to serve all those in need.

All opened herbs and custom herbal formulas are nonrefundable because we cannot reuse them.. Refunds cannot be made for past appointments. Refunds for package deals will be charged the full initial appointment charge (\$135 Nicholas, \$110 Mo) and refunded the remaining balance (\$115 Nicholas, \$95 Mo). With one follow up appointment, the patient will be charged an additional regular follow up fee and refunded the remaining balance (\$35 Nicholas, \$30 Mo). No refunds can be given for massages.

Website and Facebook Page

The Four Winds Natural Healing Center also maintains an active Facebook site for educational purposes. We post current class lists, educational opportunities, educational articles, exciting plant research updates and inspirational writing on healing. Follow the office Facebook page to receive all this free information. We also have an educational clinic website at www.FourWindsNHC.com that has all our clinic forms and vital information.

Our Herbal Dispensary

We maintain one of the largest and most comprehensive herb dispensaries in the entire Midwest. We have over 1000 individual herbs and formulas. Our dispensary has tinctures, glycerites, bulk herbs, powdered extracts, suppositories, oils, liniments, precious teas and much more. Our approach is to custom make formulas to fit clients' exact health needs. We may use as little as three herbs or more than twenty in a single formula. This is a very time consuming process, but our clients deserve the best!

We can provide most any herb or herbal formula for patients of licensed healthcare providers. Patients' practitioner may call in their own unique herbal formulas that they want to be hand-made. We can locate herbs or formulas from any part of the world.

Herbal Education & Training Programs

Four Winds Natural Healing also has an herbal educational program for students wanting to study natural medicine. We also offer seasonal classes and exciting herbal field trips. We have on going classes and workshops. Our office also serves as a clinical training site for herbal students, medical students and other students of natural healing. Check out our website page and Facebook page for more details. We are available to teach classes and workshops for your group or organization. Please call to inquire on prices and availability.

Massage Therapy

We also have a staff of Licensed Massage Therapists. Each massage therapists has a unique specialty. Lymphatic massage, hot stones, Chinese Tuina massage, deep tissue and Swedish massage are just a few specialties offered.