



**WELCOME!** We're so glad you've decided to partner with us to optimize your wellness. As you may expect, naturopathic care looks different than conventional care. Our mission is to put YOU at the center of your health. We pledge to guide you in creating optimal conditions for healing, in navigating the best natural and conventional options for care, and in being your medical "home" for the years to come.

To help us help you, we've designed this guide to our services. Please keep it and refer to it often when you need us. This will help both you and our team find the best and most efficient response to your needs and questions.

### FULL-SERVICE WEBSITE

We've revised and expanded our website to include just about everything you can think of! Many questions can be answered there. Here's some of what you'll find:

- The latest updates on Covid-19 testing and vaccines
  - An online Apothecary for your supplement orders
  - Intake, Annual Visit and Request-of-Records forms
  - Links for your scheduled telemedicine visit
  - A resource library of hand-outs and articles
  - Patient Portal instructions and tips
- ...and more! Check it out!



### PATIENT PORTAL

The best way to contact us is through our secure, online ATHENA PORTAL. Established patients can use their portal access to

- Request or makes changes to appointments
- Check balances and pay a bill
- See visit summaries and lab results, and
- Send brief, non-urgent messages to their doctor

*New problems or changes to your treatment require a visit.*

## TELEPHONING US

Our receptionists receive over 300 calls and respond to voicemails every day during business hours. It's most efficient to use the ATHENA PORTAL for most communications. However, when you do need to call us, leave your message in the single, most appropriate mailbox. After-hour calls will be returned the next business day.

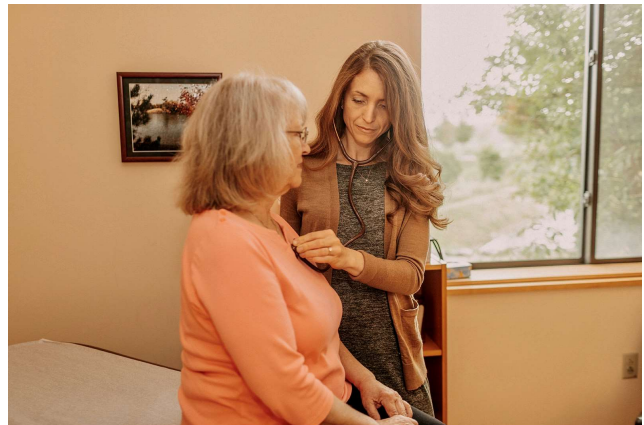


### I want some advice. Do I need an appointment?

Yes. We always carefully consider your prior history, risk factors and specific situation, even for seemingly small questions. That's likely one reason you've chosen a naturopathic doctor. "Should I worry about a vaccine?" "Should we change the plan?", "What do you recommend for a stomachache?" Because you are unique, because we look for the cause rather than treat symptoms, and because every answer is important, *please schedule time with your doctor* so s/he can give your health the consideration it deserves.

### Urgent Needs

We reserve space for same-day appointments for your urgent health issues. During office hours, call the clinic for urgent concerns, or 911 for emergencies. Urgent medical care after hours is available to established patients via telemedicine video or phone. This includes things like fever, Covid symptoms, infection etc. that cannot wait until the clinic re-opens. The on-call physician may direct you to our Telemedicine page at [www.MountainViewNaturalMedicine.com](http://www.MountainViewNaturalMedicine.com) to begin a visit. Note that charges may apply to telemedicine care, consistent with your normal coverage.



Now that you've gotten oriented, let's get to work! We look forward to a long and healthy relationship with you.

-Your team at Mountain View Natural Medicine.

