

Ahava Health Policies and Procedures updated 6-2021

Communication:

- **Quick question**—please call or email – if it is quick you don't need an appointment; if you need more than about 15 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
- **Test Forms** – please fill out in **black or blue ink and scan, mail or send electronically in PDF format when you send your sample. Please avoid sending photos of your forms as these are hard to work with**

Please feel free to call me if you have any questions!
Or email me: sheila@ccsmail.net

Updates:

I send out an update to clients monthly and ask clients to update me monthly – this helps us keep in touch to assure the best communication and progress.

Support/Consultations:

- Nutritional Balancing sometimes involves a lot of education or coaching.
- Consulting is provided on an *as-needed basis up to the total allowed* based on your option and based on your supplement purchases
- Extra Consultation Time: If you need more consultation time [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.
- Urgent matters: Please call me if you've sent an email about something important and haven't gotten a response within about 1 day.
- **Time spent on routine matters such as payments or setting appointments or similar topics, is not counted as support time.** Also in general if an email is very short, OR I email or call the client about something, or if we spend time chatting about personal matters by phone or email -- I don't "count" that time as support. I also don't count time I spend doing research to understand a client's case or better options for that client. I only count time directly related to your case and concerns. Support time is documented and clients are welcome to view this.

MY ADDRESS:

Sheila Dobson, NC
7606 N Shaggy Tree Ln
Tucson, AZ 85743

OFFICE HOURS:

M-F 8:30 am - 5:30 pm
Arizona Time
602-421-1242

Each time you test I need:

FORMS, HAIR SAMPLE, PAYMENT

The forms are on my website www.ahavahealth.com

I can send a **retest kit** by regular mail if you like; there is no charge for this.

Also if we need to rush your test, after the first test or two, I can have you send the sample directly to the lab – this saves several days to a week on travel time.

Fees

Fees: are due when you send the sample and forms. **Please let me know that you are planning to retest before you send the retest so that I can check whether any additional fees for support time are owed.** Check or money order are preferred. I am able to use Zelle or accept direct transfer. **I am phasing out use of PayPal as much as possible in 2021.** Western Union or direct transfer work well. **Please make checks or money orders payable to Sheila Dobson.**

URGENT MATTERS

CALL ME WHENEVER THERE IS ANYTHING URGENT
If you cannot reach me please call Regina Renken at 281-813-3682 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

Program Options

Both options below include the mineral analysis test and the written program and a certain amount of support time. Client support time is normally funded through supplement purchase commissions. However some clients do not use enough supplements to cover support, so a little is included with each option below. Supplement purchase commissions need to cover support used in excess of that which comes with your program at the rate of \$90/hour.

To allow you to better understand the actual cost of my services, understand that **the hair test itself costs me approximately \$80.**

❖ Standard Option:

First test - \$275; Retests - \$240

Support time: First test includes post- test consultation of up to 1.5 hours. Retests include 1 hour of support plus whatever amount of support is covered by your supplement purchases.

❖ Limited Option:

First test - \$235; Retests - \$200

Support time: First test includes 1 hour post-test consultation. Retests come with 30 minutes of support time plus whatever amount of support is covered by your supplement purchases.

- With the hair test package you get support at a reduced rate from my regular hourly rate.
- It takes a supplement purchase of about \$130 to get about ½ hour of support. When you use supplements at a normal rate and do not have a complex case, this will usually cover all of your support.
- I assess whether supplement purchases are in fact covering support time as we go along.
- You can monitor your use of support time with a link I provide for you; just ask me for this if I have not given it to you.
- To figure any additional fees that may be due, I calculate the hourly rate based on supplement commissions and total amount of support time you have used. I look at the last two “test cycles” when doing this.
- If you use up all your support: you may retest and start over with more time (often a better option) or pay by the hour.

Supplements

Are available from **Endomet Laboratories**. When we say “Zinc” we mean Endomet’s zinc.

Endomet’s website is www.arltma.com and their order page is www.endometorders.com.

Purchases of supplements are how clients’ support time is usually funded. Dr. Wilson’s articles and my website explain that **supplements usually run about \$130 - \$180 per month per adult.**

My clients receive a 20% discount on Endomet supplements when they order correctly.

You must call Endomet 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 at the number above, or using their online ordering page --- you will pay full price and your consultant will not receive a commission. There are a number of retailers online that sell Endomet products but if you order through them you don’t get the discount and I do not get the commission. If you do not order correctly you may owe fees for consultation time.

Retesting

- **Retesting is VERY IMPORTANT**, and must be done every 3-4 months – less optimal is to do it every 4-5 months. If cost is a major concern, it can be done every 6 months but this would usually necessitate a break between programs; in other words, do not stay on supplements if we are not sure that they are correct for you after 3-4 months has elapsed.
- 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 will 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.

Other Items

Practitioner Discretion: I may require that a client choose the standard option—usually this will be due to the client having a more complex case. I also may choose not to work with a client who circumvents my system of compensation.

Complex Cases: If you are or become a “complex case” I will spend extra time on your case --- in this case you need to choose the Standard Option. Basically, if you have “a lot going on” then you should choose this option.

Outside the Box Programs: Sometime a client cannot do a regular NB program because they have reached a point where the usual supplement plan is not moving them forward anymore, or just doesn't fit for some other reason. In this case an “outside the box” program may be a way to continue moving forward. These programs tend to use more whole food and food based approaches to supplementation.

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 \$10 off the total. Three tests from the same household get a \$25 discount; four tests, \$30 discount.

Children: usually the limited option works well; children's programs are \$185.

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, 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.

Supplement Samples: Occasionally I provide these to clients. I do this without charge but you may make a donation of \$25 (for 4 or more samples) or \$10 (for up to 3 samples) to help cover my costs if I send samples to you.