

Communication:

- **Quick question**—please call or email – almost always emails are answered within a day or less, except weekends.
- **Longer questions**—if you need more than about 15 minutes, please make an appointment with me by email or text and we can set a time.
- **Texting** – **please use texting only for very simple matters such as checking an appointment time. I will usually respond by email** if you send questions or other concerns by text. Please check email if waiting on a reply.

Consultations:

- **Free pre-test consultations are provided for new clients 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.**
- 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, allowing me to offer generous amounts of time when a client needs it without charging additional fees in most cases.**
- **Extra Consultation Time:** If you need more consultation time than is included with the option you choose you may add time at the rate of \$70 per hour. If you are not working with me as your practitioner but wish to use my services the fee is the same.

Updates:

I send a request for you to update me once a month by email.

If a shift seems to have occurred or you are uncertain about something, *please update me.* If very little is changing you may skip an update or two.

My response time on emailed updates may be a few days whereas if you send a question about a problem, I will respond within 24 hours almost always.

“Office” Hours: M-F 8:30 am - 5:30 pm

Arizona Time

- I check email frequently, and on weekends, HOWEVER – **please CALL ME if there is anything really urgent.** Also call me if you've sent an email and haven't gotten a response fairly rapidly. If emailing about something urgent let me know in the subject line or first sentence of your email.

To Get Started

I need your

- Forms (2 pages or 4 pages)
- hair sample
- payment.

The forms are on my website www.ahavahealth.com or I can send these by email or regular mail. I can also send a retest kit by mail whenever you need one.

My Address:

**Sheila Dobson, NC
Ahava Health
1831 W. Mulberry Dr. #230
Phoenix, AZ 85015**

Supplements:

Are available from **Endomet Laboratories**. Their website is www.aritma.com and their order page is www.endometorders.com. – please note - this page is not 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 you don't retest within 6 months of your last test, I must consider you to no longer be 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: sheiladobson@reagan.com

Nutritional Balancing often involves a lot of education, and at times, coaching, for best results.

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.

Fees: are due when you send the sample and forms. See options at right. Check or money order are preferred; PayPal is also fine. *Please make checks or money orders payable to Sheila Dobson.*

Discounts: Two members of the same household testing **at the same time** receive a discount of \$15 off the total. For a parent and child testing together, the discount is \$15 off the total and each additional child receives the same discount of \$15.

Children and young adult (up to age 22) - programs are \$145 *when a parent is on the program* and adds a child, or \$155 for a child or young adult beginning *without a parent* – retests are \$145.

Pet programs are \$110 for pets of existing clients or when client and pet begin together, and are \$125 otherwise. 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 or mailed, OR a paper copy of the program can be mailed -- an additional fee applies. Please be aware, **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 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 \$30 per half hour for sample cutting or for meeting in person. This fee applies even if you are using time from your support package; for instance you may use 1 hour from your allotted 2.5 hours of the limited option to meet with me but need to still pay the \$30 fee to meet in person. Meeting by phone does not involve any extra fee.

Fees

You have two options. Both options include the mineral analysis test, the program and a portion of the allowed support time until the next test. My cost for purchasing your test and consultation with Dr. Wilson is approximately \$85.

❖ Standard Option:

First test - \$220; Retests - \$190

Support time: up to 3 hours of phone support and up to **4.5 hours of support total**. Lab booklet is included with the first two programs (except international clients). Results are emailed when I receive them. Program is delivered by regular mail and email.

❖ Limited Option:

First test - \$175; Retests - \$160

Support: Up to **2.5 hours total** between phone and email. The lab booklet is not included. Program and results are delivered by *email OR regular mail*.

Minimal Supplement Purchases: If your supplement purchases average less than \$100 per month this is fine, but you will not be entitled to the full amount of support that normally comes with your option. You may either add a fee to keep the full amount of support or reduce the support time.

- Keep the support time the same and add a fee: Standard option – the additional fee is \$75; Limited option -- add \$65 – if supplement purchases are less than \$50/month please add \$120 or \$90.
- Keep the Fee the same and Reduce support: Standard option -- reduce the support to 3.5 hours total, Limited option: reduce support to 1.5 hours total.

If you already have test results the fee depends on the lab that did the test – if your test is from TEI, subtract \$40 from your chosen option. If you have an ARL test, subtract \$60 from your chosen option.

NO supplement Purchases Whatsoever –The fee for the limited option will cover your test, program, and 45 minutes of phone or email consultation time.

Intensive Cases: If you use most or all of your support time for the standard option within the first two or three weeks of starting a program, an added fee may be needed.

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.