

Ahava Health - Policies and Procedures

November 15, 2024

Communication:

- **Quick question**—please call or email – if it is quick you don't need an appointment. If you need more than about 5 minutes, please make an appointment. If you have email support time this is the perfect use of this service, or if the question is ***brief and general*** in nature, then you may email me even if you don't have email support time.
- **Setting appointments – call, email or text**
- **Texting – please use texting only for very SIMPLE matters such as making an appointment or checking an appointment time, it is difficult to write explanations to longer questions via text messaging**

Website: www.ahavahealth.com

Email: sheila@ahavahealth.com

Support/Consultations

1. **Nutritional Balancing usually involves a lot of education or coaching**; you can educate yourself by reading articles on my website and Dr. Wilson's website, or reading Dr. Wilson's book ***Nutritional Balancing and Hair Mineral Analysis***, or I can help you by explaining how it works.
2. **Consulting is provided on an *as-needed basis up to the total allowed for your chosen package***, subject to the guidelines outlined in this document. Please note that if you routinely avoid supplement suppliers that provide a commission to me, I will either increase your test fee or decrease your support time for your chosen test package.
3. **Extra Consultation Time:** If you need more consultation time you may add time at the rate of \$110 / hour for phone/video consulting and \$100/ hour for email support
4. **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.

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

OFFICE HOURS

Monday – Friday

10 am – 5 pm

Arizona time

Each time you test I need:

- 1) FORMS, 2) HAIR SAMPLE, 3) PAYMENT

PLEASE SEND PAYMENT, SAMPLE + FORMS *all together* or send sample and payment together and send forms electronically.

FORMS are on my website - www.ahavahealth.com see the bottom of the **Services** page

If you would like, I can send you a **RETEST KIT** by snail mail so you can fill out the forms on paper instead of electronically. The kit contains a paper scale to weigh the sample, a sample envelope, the forms, and an envelope addressed to me to send it all back. There is a \$10 fee for the test kit but \$10 is deducted from the fee for your first test when you move forward with testing.

Forms – please fill out in black or blue ink and scan, snail mail with sample, or send electronically in PDF format if possible. Send them to sheila@ahavahealth.com. Please send the forms when you send your sample. Please avoid sending photos of your forms as these are hard to work with.

Support/ Consultations Continued

Time spent on routine matters such as general questions about how this process works, payments, setting appointments or similar topics, *is not counted as support time*. Support time is documented and the record shared with each client.

Supplement purchases fund your support in part. See SUPPLEMENTS section. While you are free to choose other suppliers if you wish, if you routinely avoid purchasing supplements from the companies that provide commissions, your support time will be capped at a lower amount than the usual total for your chosen option. Alternatively, I may require that you add an extra fee to your option.

Support time is not transferable to other family members nor does it carry over from one test to the next. Ideally, plan to have a post-test consultation each time you test. This way you can get immediate questions answered. If your chosen option includes follow-up sessions we can either schedule these as needed or create a schedule of follow-ups when we do your post-test consultation.

Email Vs. Video or Phone Consultations:

Email is convenient but not appropriate for some types of questions. Please bear this in mind when choosing how to communicate for consultations. It can actually take longer to complete a conversation through email than by phone or video. I still leave it up to clients, but I highly encourage you to schedule phone or video consults in cases where both of us are better served by more complete sharing of details and opportunity to delve deeper into the concerns.

When using email consulting, please try to 'bundle' questions rather than send one email each time a question arises. This makes the best use of both your time and mine.

Fees: are due and payable when you send the sample and forms. Check or money order are preferred, but I can accept Zelle, Paypal or Credit card payments.

For fee breakdown showing costs for each portion of services offered, please see p. 3

FEES cont'd

Please make checks or money orders payable to "Sheila Dobson". Please do not add my business name; my bank is very fussy. Credit card or Paypal payments can be made through my website.

Retesting

Retesting is VERY IMPORTANT. These nutrition plans change body chemistry therefore the plan needs to be adjusted at intervals.

Retesting on time is the client's responsibility. I give you a date for retesting in your nutrition plan. Also, I try to send reminders but don't always manage to do so. Please put a reminder on your calendar.

The ideal time frame for retesting is every 3 months. Less optimal is to do it every 4 months. At times I work with people who can only manage to test at a 5 or 6 month interval but this can be difficult, however I do my best to make this therapy available to almost anyone who wishes to obtain it.

Please choose a schedule for testing and do your very best to stick to it. Putting off testing can mean that you may stay on supplements that no longer match your body chemistry.

At times, even before the retest date I give you, a shift occurs in body chemistry and you need to test EARLY. When a person has been on nutrition plans for about 1 to 2 years, their body may begin to more rapidly, and this becomes more likely at this point.

If more than 6 months has passed since your last test I will consider you no longer a client.

URGENT MATTERS

Urgent matters – if something is urgent please call or text.

If you are experiencing a healing crisis or you are uncertain what is going on, it is best to contact me. Allopathic treatments such as antibiotics can sometimes stop the deeper healing that these programs facilitate.

HAIR TEST & NUTRITION PLAN PACKAGES

The packages differ mainly in terms of the depth of the analysis of results, and the amount of support time included. It is important to choose a package that provides adequate support time. People with more complex or serious health concerns usually are best served by the Standard or Complete options.

Package	Appropriate For You If....
<ul style="list-style-type: none"> ○ Minimalist – hair test with <i>computer generated</i> interpretation and supplement plan and a post-test consultation of 60 minutes plus 15 minutes of email follow-up note that there is not an individualized nutrition plan included; there are however some computerized recommendations -- <p>(discounts do not apply) \$225</p>	<p>If this hair mineral analysis is new to you, and you want to try it out with a low commitment at first, this could be the correct option for you. Also appropriate if you just want to check for heavy metal toxins or serious deficiencies but do not want an individualized nutrition plan.</p>
<ul style="list-style-type: none"> ○ Basic – hair test, overview interpretation, diet and supplement recommendations and 60 - min post-test consultation plus 30 min email support (total 90 min support) -- \$330 <p>Pre-2025 Clients: Discounts on p. 6 apply</p>	<p>If you know you want a nutritional balancing plan, but don't have complex needs, or if cost is a major concern. You will need to be very careful in how you use your support time. Much can be learned by reading on your own.</p>
<ul style="list-style-type: none"> ○ Standard – hair test, detailed interpretation, diet + supplement recommendations, post-test consultation (up to 70 min) and two follow up consultations of 30 min each plus 30 min email support (total 160 min support) ----- -----\$430 <p>Review of any standard blood lab tests is included.</p> <p>Pre-2025 Clients: Discounts on p. 6 apply</p>	<p>If your health concerns are more complex or deep-rooted, for example, Lyme disease, multiple food allergy, etc., this plan or the complete option is usually the best choice. An important aspect of success with these deep rooted or complex conditions is to give me adequate feedback on your experience with the recommendations provided so that they can be fine-tuned. Therefore it is important to get adequate support time to have success.</p>
<ul style="list-style-type: none"> ○ Complete – hair test, detailed interpretation, research-based recommendations, diet and supplement recommendations, post-test consultation (60-80 min) and two follow up consultations (30 min) plus 1.5 hr of email support (total 230 min support) ----- ----- \$550 <p>Review of any standard blood lab tests is included.</p> <p>Pre-2025 Clients: Discounts on p. 6 apply</p>	<p>If you have more complex concerns as described above, and want to be sure that you get plenty of support to stay on track and get questions answered as necessary, this may be the best option.</p>

COST BREAKDOWN FOR TEST PACKAGES:

	Minimalist	Basic	Standard	Complete
Support Time	75 min	90 min	160 min	230 min
Hair Test	\$90	\$90	\$90	\$90
Nutrition Plan	\$40	\$120	\$170	\$230
Support	\$95	\$120	\$170	\$230
Total	\$225	\$330	\$430	\$550

Follow Up Consultation and Other Support – Options for when you need additional support beyond your initial consultation or package, or if you prefer to do support on an “A La Carte” basis:

- First **Full Consultation** Without a Hair test - \$130
- 30 minute consultation – \$55
- 45 minute consultation – \$75
- 60 minute phone/video consultation – \$110
- 60 minutes of email support – \$100

ADDITIONAL FEES

- If you would like me to review medical laboratory test results, please either choose the Standard or Complete option, or include an additional fee of \$20 – 40, based on the number of pages of lab test results reviewed (usually approx. 2 pages for \$20)
- Mailing of Supplements, Educational Materials or other items: this applies only when I have to spend time gathering / ordering / packaging the required supplements or products -- shipping fee plus \$10 - \$30 depending on tasks
- Copies of hair tests or file notes or letter writing – administrative fee of \$15 - \$40 depending on tasks

SUPPLEMENTS

I use various supplement providers which are outlined in each individual’s Nutrition Plan.

Many of the supplements recommended for you will be from large-scale retail suppliers such as IHerb, Amazon, WalMart and others. Some will come from small family run companies like NatureSpirit Herbs, Ancestral Supplements and Hakala Labs.

Special Relationship With Certain Supplement Suppliers

I work directly with certain supplement manufacturers which allow a special relationship between manufacturer, practitioner and client wherein when a client orders directly from the company, the manufacturer provides a commission to the practitioner. The practitioner can offer a discount to their clients also, so **clients benefit from this arrangement because the client does not have to pay retail price for some of the highest quality supplements available.** Supplement **quality is a very important concern.** Oftentimes these are supplements that are not available from any other supplier, for example, GB3, thyrocomplex and limcomin – offered by Endomet, or Total Thyroid #2 by NutriWest. This arrangement is also advantageous to the client because it lowers client costs for support time by allowing a portion of the profit on supplement sales to go to the practitioner rather than to a disinterested third party retailer, effectively meaning that supplement purchases you make in part fund your support. It is a win-win situation.

Two of the main suppliers which operate in this fashion are **Endomet** and **NutriWest**. Both companies have been in business over 50 years and have some of the highest quality supplements available anywhere. They also have formulas that are not provided by other companies. Real Mushrooms is another company that allows a similar arrangement. Even Iherb has an arrangement whereby practitioners can be rewarded monetarily for making recommendations to clients.

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

Nutriwest can be found at <https://nutriwest.com/> - their order page is <https://nutriwest.com/patient-connect>

Supplement Discounts

Endomet -- 20% discount

NutriWest -- discount of 10%

Real Mushrooms -- 20% discount.

In order to receive these discounts you must order correctly.

For Endomet: You must call Endomet at 602-995-1580 or 800-528-4067 to get set up to order online using the above webpage.

For NutriWest: *the procedure for setting up an account is outlined in your Nutrition Plan. This involves going to their website and setting up a "Patient Connect" account.*

For Real Mushrooms and others – *the nutrition plan and my website (Articles and Updates page – Green/Middle column) -- explain the process and provide links.*

SUPPLEMENT COSTS

It is not possible to do a Nutrition Plan without purchasing nutritional supplements. These usually run about \$130 - \$180 per month per adult. In some cases supplements can run as high as \$250 or a bit more per month. I do my best to keep the costs down. If cost is a major concern for you, do let me know.

OTHER ITEMS

Mailing Samples: please use regular US mail or Priority Mail, UPS, 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.

Children: All Programs for children who do not have complex cases are \$270. Children with more complex cases – choose from Standard or Complete options.

International clients – receive an emailed copy of the results and nutrition plan. A hardcopy of the lab booklet can be emailed or snail mailed but for this an additional fee applies. Also, please note: some **countries prohibit certain supplements** or even all supplements from entering their country. Also, **Endomet will not ship to some countries**. In such cases I may be able to purchase supplements for you and then ship to you. If uncertain please ask me to check whether Endomet ships to your location.

Meeting / Sample Cutting: For clients within driving distance of Tucson, Az, I can cut the hair 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. For consultations in person, the fee is the same as on the basic fee schedule (or fee schedule for packages) plus \$40 per half hour for sample cutting or \$30 additional if we do not cut a sample but simply meet for consultation.

If you already have test results that you obtained by testing at another lab or with another practitioner, please let me know so I can adjust the fee for your package. There are only 2 labs that I can use test results from: ARL and TEI.

ETIQUETTE

No Show /Missed Appointment – subject to a forfeit of 30 min of support time unless 24 hours notice given.

Three strikes policy – three missed appointments or three similar instances of poor client etiquette such as rescheduling within less than 24 hours and “you’re out” – as in, I will choose not to continue to work with clients who do this.

Discounts are reserved for clients in good standing, meaning, those who make a good faith effort to follow the normal and accepted policies and procedures outlined here.

DISCOUNTS FOR PRE-2025 CLIENTS

- A. Retest within 4 months of previous test - \$20
- B. Regular/typical supplement purchases during the immediate prior 3-6 months .- \$50
- C. Two or more clients from same household testing at same time - \$20 (\$20 off total for all packages whether it is one, two or more tests purchased)