

# Ahava Health - Policies and Procedures

March 2026

## 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](http://www.ahavahealth.com)

Email: [sheila@ahavahealth.com](mailto: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](http://www.ahavahealth.com) see the bottom of the **Services** page

If you would like, I can send you a **TEST or 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 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](mailto: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 time spent discussing your concerns and your case. It 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 than those I recommend, if you wish, when a client routinely avoids purchasing supplements from the companies that provide commissions, AND they routinely need the full amount of support time for their package, they effectively circumvent the normal method of compensation for the practitioner, so some adjustment will be necessary. This is a factor only with the **service packages**, not the a la carte options.

**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. This can be difficult because our bodies can change quickly. I do my best to work out a plan with you so you can do this therapy even when cost is an issue.

**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. After a year or two of healing, most people start changing faster, and sometimes need to test about every 2 months. Be aware that this can happen.

***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, detail of the diet and supplement and lifestyle recommendations and the amount of support time.

Package	A Good Option IF YOU:
<p><b>Minimalist</b> – hair test with EITHER <i>computer generated</i> interpretation and supplement plan OR practitioner written interpretation and plan</p> <ul style="list-style-type: none"> <li>• Support - 60 minutes for COMPUTER option</li> <li>• 30 minutes for PRACTITIONER option.</li> </ul> <p>(discounts \$10- retest within 4 months; \$15 – regular+typical supplement purchases)</p> <p style="text-align: right;"><b>\$250</b></p>	<ul style="list-style-type: none"> <li>• Do not have anything serious going on with your health</li> <li>• Want a thorough nutritional evaluation</li> <li>• Want to check for the presence of toxins like lead and mercury, as well as deficiencies of important nutrients</li> </ul>
<p><b>Basic</b> – hair test, interpretation, diet and supplement recommendations and</p> <ul style="list-style-type: none"> <li>• 90 minutes of support</li> </ul> <p>(discounts \$15 – retest within 4 months; \$15 – regular+typical supplement purchases)</p> <p style="text-align: right;"><b>\$350</b></p>	<ul style="list-style-type: none"> <li>• Have some health issues that are not very deeply rooted and complex (if unsure what this means please discuss with me)</li> <li>• Are somewhat experienced with nutritional healing OR</li> <li>• Are motivated to learn through independently reading to understand diet and other recommendations</li> </ul>
<p><b>Standard</b> – hair test, a more detailed interpretation, diet + supplement recommendations. Review of any standard blood lab tests is included.</p> <ul style="list-style-type: none"> <li>• 160 min of support</li> </ul> <p>(discounts \$20 – retest within 4 months; \$50 – regular+typical supplement purchases)</p> <p style="text-align: right;"><b>\$450</b></p>	<ul style="list-style-type: none"> <li>• Have deeper rooted or more complex health concerns, for example autoimmune conditions, stubborn chronic infections or other conditions, such as Lyme, CFS, multiple food allergy, etc</li> <li>• Do not have serious issues but know that you need more support for any reason</li> <li>• Those for whom natural / nutritional healing is new and suspect they will need ample support</li> </ul>

### COST BREAKDOWN FOR TEST PACKAGES:

	<b>Minimalist</b>	<b>Basic</b>	<b>Standard</b>
<b>Support Time</b>	<b>30 or 60 min</b>	<b>90 min</b>	<b>160 min</b>
<b>Hair Test</b>	<b>\$90</b>	<b>\$90</b>	<b>\$90</b>
<b>Nutrition Plan</b>	<b>\$80</b>	<b>\$130</b>	<b>\$170</b>
<b>Support</b>	<b>\$80</b>	<b>\$130</b>	<b>\$190</b>
<b>Total</b>	<b>\$250</b>	<b>\$350</b>	<b>\$450</b>

**A la Carte OPTIONS – Consultation without a test, or test without a consultation**

	CONSULTATION ONLY, NO Hair Test	HAIR TEST ONLY, NO Consultation
<b>Support Time</b>	<b>90 min</b>	<b>N/A</b>
<b>Hair Test</b>	n/a	<b>\$135</b>
<b>Nutrition Plan</b>	<b>\$60</b>	
<b>Support</b>	<b>\$90</b>	<b>\$0</b>
<b>Total</b>	<b>\$150</b>	<b>\$135</b>

**Descriptions of A la Carte OPTIONS:**

- **First Full Consultation Without** a Hair test (see above) - **\$150** -- this consists of a meeting to discuss your concerns, a nutrition plan that I write to provide guidance, and a meeting after you have reviewed the plan. The meetings are 30-45 minutes in length.
- **Hair test without a consultation** – (see above) - **\$135** -- this is the same hair test as all the others, but you receive the laboratory’s *computer generated interpretation and supplement plan, NOT a practitioner written plan*. There is **no support** included, although I do answer brief questions to assist your understanding of the information.

**Follow Up Support / Additional A la Carte 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:

- 30 minute consultation – \$55
- 45 minute consultation – \$75
- 60 minute phone/video consultation – \$110
- 60 minutes of email support – \$100

**ADDITIONAL FEES**

- **TEI testing** – normally the laboratory I use is ARL – if we need to test through TEI – for example when we want to know the levels of elements not tested for on the ARL test such as boron or vanadium, there is an additional fee, as their test is more costly. **For TEI testing please add \$25 to the total for your package.**
- If you would like me to review medical laboratory test results, please choose the Standard option, or include an additional fee of \$20 per page of test results.
- 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
- If you have test results from TEI or ARL from another practitioner that are less than 3 months old, we can use these. I will reduce the cost of your package by \$60 when this is the case.

## 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 companies that prefer to sell products only through practitioners, for example, Endomet and NutriWest. Others may be from large-scale retail suppliers such as IHerb, Amazon, WalMart and others. Still others will come from small family run companies like NatureSpirit Herbs, Ancestral Supplements and Hakala Labs. Knowledge about how to choose good quality supplements and still keep costs manageable can be somewhat intricate and detailed because many factors must be considered.

### **Special Relationship With Certain Supplement Suppliers**

Certain supplement manufacturers 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. Usually but not always, the practitioner offers a discount to the clients. All parties benefit through this arrangement. Clients benefit by not having to pay retail prices. Manufacturers benefit because their supplements are being used **with professional guidance**. In fact many of the better supplement suppliers try to make their supplements available ONLY through practitioners. This arrangement is especially beneficial because it allows a portion of the profit on supplement sales to go *to the practitioner rather than to a disinterested third party retailer (like the many supplement retailers you find online)*, effectively meaning that **supplement purchases made correctly, in part fund your support. It is a win-win situation.**

**This arrangement also assures a certain level of quality of supplements.** Supplement **quality is a very important concern.** Counterfeit supplements do exist in the marketplace, including on Amazon and elsewhere. Also, the supplements used in these nutrition plans may only be available from certain manufacturers, for example, GB3 and limcomin are offered only by Endomet; Total Thyroid #2 and Core Level Kidney are offered only by NutriWest.

**Endomet and NutriWest** have been in business over 50 years and have some of the highest quality supplements available anywhere. Real Mushrooms is another company that allows a similar arrangement to that described above.

Endomet's website is [www.arltma.com](http://www.arltma.com) and their order page is [www.endometorders.com](http://www.endometorders.com).

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

### **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, but they can run as high as \$250 or so, per month. I do my best to provide options that will reduce your supplement costs. 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:** Children should usually be fine with the Basic option if the health concerns are moderate. Children with more complex cases – choose the Standard option.

**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. Furthermore, **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 in person. I charge \$40 per half hour for sample cutting; it is possible to cut a sample in half an hour or less but sometimes a brief meeting is in order when I cut the sample. If we spend more than ½ hour then the regular hourly fee applies OR we can deduct the time spent in our meeting from your total support time for your package.

**If you already have test results** that are less than 3 months old please let me know so I can adjust the fee for your package. As a rule the adjustment is usually to reduce the fee by \$60, depending on circumstances. There are only 2 labs that I can use test results from: ARL and TEI.

**Additional Discounts:** two individuals from the same household testing at the same time (Standard option), \$20 off the total; three individuals from same family/household - \$30 off total.

## 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.