

## Frequently Asked Questions about care at Pearl Natural Health:

### **Why do I need to return so often to the clinic?**

For the first four to six visits, we evaluate your health. We work collaboratively as a healthcare team to help you. We listen, you have an appropriate physical examination, relevant laboratory tests, a nutritional evaluation, and receive therapeutic acupuncture treatments. During that time we work to create an effective treatment plan uniquely designed to help you achieve health. Frequent treatments and ongoing support give you continuity and guidance.

### **Will my insurance cover all my care?**

It is your responsibility to know your insurance benefits and keep track of them, as you are their customer. As a courtesy, our office will verify your benefits and communicate that to you before your first visit.

Many insurance plans cover naturopathic medicine and acupuncture, but often these benefits have a yearly limit and may not cover certain services.

Our commitment is to help you feel better and reach your health goals.

### **How can I pay for my treatment?**

Our office accepts all major credit cards, checks, and cash. Please ask our patient services coordinator for more information.

### **How do I get to Pearl Natural Health and where can I park?**

We are easily accessible by public transportation via the Max, Streetcar or bus. Check Trimet.org for more information. Covered bicycle parking is available in the Washington St. Parking garage attached to the building.

Street parking is available at all city meters. Smart Park is located at 10<sup>th</sup> Avenue and Yamhill across from the Central Library downtown.

### **How long does an office visit take?**

We will let you know how long you can expect to be at the clinic. Allow one hour for your initial visit and acupuncture treatments. Follow up naturopathic visits are 30-45 minutes in duration. Nutritional IV Therapy treatments can be 30-minutes or more. Acupuncture visits are one hour.

### **What do I do if I have questions about my treatment plan?**

We are always happy to answer any questions you may have. We want you to feel supported on your path to health.