

## **Welcome to Mederi Center!**

Mederi Center is based on a unique concept. We believe that much of Western health care leaves out a vital member of the health care team – the client. At Mederi Center, we include the client in our team of experts because we believe the client is the expert on what is happening in their body, mind and spirit. By addressing health concerns with a team approach, the client receives the most comprehensive care available in a single setting. Because we work as a team, we are able to assist the client in seeking optimal health in all areas of her/his life – physical, emotional and spiritual.

### **Our practice team includes:**

**Donald Yance, Jr., CN, MH, AHG** – Our senior herbalist, Donnie has combined his mastery of the Eclectic Tradition with a vast knowledge of scientific research to develop The Eclectic Triphasic Medical System, (ETMS) a unique integrative approach to healing.

**Susan Saccomanno, ND, LAc**, is a naturopathic physician and licensed acupuncturist. In addition to her general practice, she has expertise in holistic cancer care. She believes the healing and regenerative powers of natural therapeutics plays a central role in all cancer treatments. She makes sure she is doing everything she can to enhance integrative therapies, minimize the side effects of mainstream therapies, and prevent future occurrences.

### **REQUESTED INTAKE INFORMATION**

We appreciate your taking the time to review this information, complete the enclosed forms and supply us with the items requested below. Please fax or mail the requested information back to us 1 week in advance of your scheduled appointment. Please do not mail original copies to us. Thank you!

### **Here's a checklist to help you gather this information effectively:**

Please fill out the enclosed forms completely:

- 1) Medical Release
- 2) Informed Consent Form
- 3) HIPPA Notice
- 4) Service Fees Policy & Acknowledgement

Please supply us with the following:

- 1) Most recent CBC bloodwork panel and any other lab results relevant to your diagnosis.
- 2) Baseline CBC or other bloodwork taken at time of diagnosis.
- 3) 3-day journal of all your meals, snacks and beverages. Include the times of day you are eating.
- 4) A recent photo if possible if you are having a phone consultation.

Cancer clients, be sure to include the following along with materials above:

- 1) Surgical reports
- 2) Pathology reports
- 3) Any tumor markers or receptor reports where applicable
- 4) Most recent x-ray, CT scan, bone scan, MRI and PET scan reports (DO NOT send films, just the reports).

## **POLICIES AND PROCEDURES**

### **CANCELLATION POLICY**

If you need to reschedule or cancel your appointment, please notify the office with at least 24 hours advance notice. Be advised that you will be charged 50% of the anticipated cost of your scheduled appointment if cancelled with less than 24 hours notice. Thank you for your consideration of the practitioners' time and of others waiting for appointments.

### **INITIAL CONSULT - WHAT YOU SHOULD EXPECT**

While the initial consult usually runs one and a half hours, it may be longer (or shorter) depending on the extent of medical history, amount of material needing to be covered and the number of questions you may have. During this time, your practitioner will review your health history along with other relevant areas of your life. Your practitioner will make nutritional, dietary, lifestyle and other recommendations. You will receive a written protocol, which usually includes the name and recommended dose of each herbal and nutritional compound.

### **YOUR PROTOCOL**

Typically, we find the best results with a combination of very specialized nutritional and herbal supplements as well as a liquid herbal tonic custom-blended for each individual. The number of recommended compounds may range from eight up to twenty. These will usually be taken in divided doses, usually two to three times per day. You are expected to follow the recommended protocol until your next consultation.

Many times, dietary and lifestyle changes are essential to true healing and to facilitate the therapeutic response of the natural compounds and herbs. We may recommend exercise, dietary changes or other types of therapy, such as acupuncture or counseling, which may be helpful. Often, you will be encouraged to be still in prayer or meditation on a daily basis. The types of things we recommend are determined by your current health, constitutional evaluation, and your willingness to change.

### **YOUR HEALING**

Your protocol, along with other recommendations we may make, is designed to help your healing process at all levels. It is very important that you know we want to help you improve your health and well-being. A willingness to change and grow, and being open to new ideas and lifestyle changes, facilitates and maximizes your healing ability.

### **RECOMMENDED PRODUCTS**

Part of our service to you is the benefit of our practitioners' many years of experience and research in the health field. Because of this, their product recommendations are most often brand specific. Our practitioners are very particular and use only high-quality products with which they see consistent, good therapeutic results. We stock a full Apothecary of supplements, natural compounds and herbal preparations based on our practitioners' research and experience. Many of these compounds are not found in health food stores as they are sold to practitioners only. With this consistency in product quality and potency, our practitioners are better able to assess your progress.

### **COST OF YOUR PROTOCOL**

For many, the expense of supplements and herbs is an issue. We stock top-quality medicinals and have a very low mark-up. Our protocols can range from around \$600 a month to \$1500 a month. We do not mind if you can get the same brand we recommend for a lower price somewhere else, but most people find our prices are more than fair.

### **FOLLOW-UP CONSULTS**

These are set per your practitioner's recommendation and by mutual agreement. Usually, a given protocol is followed for 1 to 3 months. For optimal results, the client needs to be reassessed at this time so that appropriate changes can be made to the herbal formulation and nutritional protocol. You may, of course, schedule a consult prior to your follow-up if you have something you would like to discuss sooner. In either case, *we recommend booking well in advance as appointments often fill quickly*. Usually 30 to 60 minutes is required for a follow-up consult.

## **PRIOR TO YOUR FOLLOW-UP CONSULT**

Please provide the following information to our office prior to your appointment:

- 1) Most recent blood work or test results
- 2) Other pertinent reports or information
- 3) If you have a number of specific questions, you may fax over a list prior to your meeting

## **CLIENT QUESTIONS**

Our highly qualified office staff can answer many of your questions and otherwise act as liaison between clients and practitioners to get your questions answered effectively. Please call, fax or email your questions to us. Practitioners review all other questions once or twice a week and respond as quickly as they are able, usually within a day or two.

## **ADVISE US OF ANY CHANGES**

Please advise your practitioner of any changes in your medical protocol, such as chemotherapy or radiation; as well as any changes in your wellbeing or health. In other words, please keep us posted – again e-mail or fax are the most efficient. If your medical protocol is going to change completely, such as a new chemotherapy or suddenly radiation will be added in; please set up a follow-up consult as soon as possible so our practitioners can address these changes appropriately.

## **ORDERING PROCEDURES**

Mederi Center offers an extensive Apothecary of herbal and nutritional formulations carefully chosen for their quality, purity, potency and clinical effectiveness. In order to receive items on your protocol, we must first receive your order by phone, fax or email. Call our Order Fulfillment directly at 541-488-7598 or email [orders@medericenter.org](mailto:orders@medericenter.org).

## **GRIEVANCE POLICY**

If at any time you feel that you have been mistreated in any way, you may provide this information to the grievance committee of the American Herbalists Guild at 617-520-4372.