

Lotus Homeopathy, Inc.
651-748-1556

Retainer for Homeopathic Services

I, _____, hereby retain Kathryn Z. Berg as a homeopathic practitioner. I understand that she does not seek to diagnose, treat or prescribe for any particular illness, injury or condition. Instead she seeks to stimulate my own healing mechanism with the use of homeopathic remedies so that I can better deal with the wide variety of stresses I experience in life. In exploring this homeopathic practice, I am interested in monitoring my confrontation with stress and stimulating my own healing abilities to move through crisis naturally.

I have had ample opportunity to discuss the relationship between the treatment of pathology and the employment of the homeopathic approach as practiced by Kathryn Z. Berg. I agree to consult a physician for any concern about pathology which may arise during the term of this agreement.

In order to maximize the benefit I might receive from homeopathic care, I agree to:

- Communicate all that is going on with me with regards to my current health, past health history, and all pertinent life circumstances I am in.
- Follow directions with regards to remedies and antidotes.
- Follow up with regular consultations until my health is at a level I desire it to be.
- Notify Kathryn Z. Berg the results from the last homeopathic remedy within 30 – 45 days of the last visit, or as indicated by Kathryn Z. Berg.
- Commit to giving homeopathy enough time to work. I understand that this is healing and this takes longer than suppression of symptoms. I understand that the schedule of visits may be different for each individual.
- Discuss with Kathryn Z. Berg any intentions to postpone or discontinue treatment.
- Observe office policies as to payment, punctuality and cancellations. (See enclosed Office Policies document.)

Practitioner, Kathryn Z. Berg, agrees to elicit a history of indications relative to your health and disposition, advise accordingly and provide an opportunity to undertake a homeopathic remedy according to the science of homeopathy. Kathryn also agrees to make a commitment to the improvement of your health to the level you desire it to be. This agreement will remain in effect unless terminated by notice from either party.

Client Signature

Date

Kathryn Z. Berg

Date

Parent/Guardian Signature Date

_____ Initial Here

Complimentary and Alternative Health Care Client Bill of Rights Lotus Homeopathy, Inc.

Practitioner:

Kathryn Zochert Berg, MA, PCH, CCH
Classical Homeopath
Lotus Homeopathy, Inc.
1937 Woodlane Drive, #208
Woodbury, MN 55125
651-748-1556

Credentials:

- Plant Theory Course by Jan Scholten, Netherlands, Toronto, Ontario, Canada
- Certified CEASE Therapist, CEASE Organisation of the Netherlands, Boston MA
- Graduate, Homeopathic Master Clinician course, Luminos Homeopathy Courses, Vancouver, BC
- Certified Classical Homeopath, by the Council on Homeopathic Certification. (homeopathicdirectory.com)
- Graduate, Dynamis School for Advanced Homeopathy, Malvern, England; St. Paul, MN
- Graduate, Northwestern Academy of Homeopathy, Minneapolis, MN
- Master of Arts, Organizational Communication, Purdue University, West Lafayette, IN
- Bachelor of Arts, Political Science, Speech Communication, University of Minnesota, Morris MN

THE STATE OF MINNESOTA HAS NOT ADOPTED ANY EDUCATIONAL TRAINING STANDARDS FOR UNLICENSED COMPLEMENTARY AND ALTERNATIVE HEALTH CARE PRACTITIONERS. THIS STATEMENT OF CREDENTIALS IS FOR INFORMATION PURPOSES ONLY.

Under Minnesota law, an unlicensed complementary and alternative health care practitioner may not provide a medical diagnosis or recommend discontinuance of medically prescribed treatments. If a client desires a diagnosis from a licensed physician, chiropractor, or acupuncture practitioner, or services from a physician, chiropractor, nurse, osteopath, physical therapist, dietitian, nutritionist, acupuncture practitioner, athletic trainer, or any other type of health care provider, the client may seek such services at any time.

Any client may file a complaint with the following office:

**Office of Unlicensed and Complementary and Alternative Health Care Practice
Health Occupations Program**

Health Occupations Program, Minnesota Department of Health
85 East 7 Place, Suite 300, Post Office Box 64882
St. Paul, MN 55164-0882 Telephone: 651-201-3728 Fax 651-282-3839

- **Practitioner fees for unit of service are:** See attached Office Policies document
- **Method of billing:** Cash, check, or CC at the time of service.
- **Insurance companies that reimburse practitioner services:** None
- **Health maintenance organizations that the practitioner is contracted with to provide services:** None
- **Practitioner does not accept Medicare.**
- **Practitioner does not accept Medical Assistance.**
- **Practitioner does not accept General Assistance Medical Care**

_____ Initial Here

- **Practitioner does not accept partial payment nor waives payment.**
- **Clients have a right to a reasonable notice of changes in services or charges.**
- **The following is a brief summary, in plain language, of the theoretical approach used by the practitioner in providing services to clients:** Homeopathy is a method of healing which uses micro doses of natural products—usually plants, minerals or animals—which in a macro dose would cause symptoms similar to those you are currently experiencing. The small doses contain only the essence of the product. Although no one really knows how homeopathy works, it is believed that the micro doses enable to body to heal itself. The practitioner uses Classical Homeopathy. This means we take a complete case by discussing all aspects of the client’s life to determine a remedy which most closely matches the symptoms he or she is currently experiencing.
- **Client records and transactions with the practitioner are confidential, unless release of these records is authorized in writing by the client, or otherwise provided by law.**
Under Minnesota Statutes, section 144.335, subdivision 5a, a practitioner must provide written notice to clients of the possible “disclosures of health records that may be made without the written consent of the patient, including the type of records and to whom the records may be disclosed.” See **Attachment**.
- **Clients have a right to be allowed access to records and written information from records in accordance with Minnesota Statute 144.335.**
- **Other services may be available in the community. Information concerning services is available at:** www.minnesotahomeopathicassociation.org and www.CEASE-therapy.com .
- **Clients have the right to choose freely among available practitioners and to change practitioners after services have begun, within the limits of health insurance, medical assistance, or other health programs.**
- **Clients have a right to a coordinated transfer when there will be a change in the provider of services.**
- **Clients may refuse services or treatment, unless otherwise provided by law.**
- **Clients may assert the client’s rights without retaliation.**

Subd. 2. Prior to the provision of any service, a complementary and alternative health care client must sign a written statement attesting that the client has received the complementary and alternative health care bill of rights.

I hereby acknowledge receipt of the Client Bill of Rights and the attached documents incorporated therein, and I have had a full opportunity to ask any questions I have about this document and my right as a client. I understand my rights as a client.

Client Signature

Date

Witness

Date

Relationship to client if client is physically or legally unable to sign for self

_____ Initial Here

ACCESS TO HEALTH RECORDS PRACTICES AND RIGHTS

A health care provider or a person who gets health records from a provider may not release a patient's health records without a signed and dated consent from that patient. Sometimes the law makes exceptions.

RELEASE OF HEALTH RECORDS AND CONFIDENTIALITY:

Certain federal and state laws protect patients' rights to confidentiality of their health records.

Under Minnesota law, a patient may review any information in his or her health records, regarding diagnosis, treatment and prognosis. If a patient asks in writing, a provider must give the patient copies of either the records or copies of a summary of the information in the records unless the provider has determined that the information is detrimental to the physical or mental health of the patient, or is likely to cause the patient to inflict self harm, or to harm another. If such a determination had been made, then the information can be given to another provider or appropriate third party. Minnesota statute sets a maximum charge for finding and copying records.

RELEASE OF HEALTH RECORDS WITHOUT PATIENT CONSENT:

In circumstances specified in statute, health record information may or must be released without the patient's consent. The following are some, but not all, examples:

- In a Medical Emergency
- When a federal law requires it
- When someone receives a court order or a federal grand jury subpoena requiring release of health information

- Under Minnesota law to the following persons or organizations for specific purposes:
 - Department of Health
 - Department of Public Safety
 - Department of Employee Relations

 - Office of Mental Health Practices

 - State Fire Marshal
 - Community Action Agencies
 - Schools and childcare facilities may transfer immunization records without consent
 - Public or private post-secondary education institutions
 - Medical examiners or coroners
 - Minnesota Health Data Institute

 - Guardians or conservators of incompetent persons

 - Insurance companies and other payors paying for independent medical examinations

 - Department of Human Services
 - Department of Commerce
 - Department of Labor and Industry, insurers and employers in worker's compensation cases
 - Ombudsman for Mental Health and Mental Retardation
 - Health Boards
 - Health professional licensing boards or agencies
 - Law enforcement agencies

 - Local welfare agencies

 - Media or scientific researcher
 - Potential victims of serious threats of physical violence
 - Parents/Legal guardians of a minor who is being treated where failure to inform could create serious health problems
 - Proxies, ombudsmen, attorneys-in-fact

If you have any questions or require additional information, please call the Minnesota Department of Health at 651-282-6314.

Information based on M.S. 144.335. Subd.5a

Lotus Homeopathy, Inc.
Client Information Form

Today's Date:

Name of Client:

Birth date:

Sex:

**Parent or Guardian if
client is under 18**

Address:

Home Phone:

Work Phone:

Cell Phone

E-Mail Address:

Emergency Contacts:

(At least one person who does not live with you.)

Name:

Address:

Phone:

Relationship:

Name:

Address:

Phone:

Relationship:

Lotus Homeopathy, Inc.
Office Policies
651-748-1556

- Payment is due at the time of service. You may pay with cash, check, MasterCard, Visa, or Discover. I may not have change, so if you are planning to pay with cash, please have exact change available.
- Fees are charged from the time of the appointment, unless the practitioner is delayed with another client.
- Missed appointments will be charged a 100% fee.
- Follow-up appointments must be cancelled 24 business hours in advance or they will be considered missed appointments. Saturday and Evening appointments must be cancelled 72 business hours in advance or they will be considered missed appointments. Appointments for new clients must be cancelled 72 business hours before your scheduled appointment.
- If you are more than 15 minutes late for an appointment, we will try to accommodate you. It is helpful if you call to notify us if you find you will be late.
- A credit card number will be required to hold an appointment for a new client. This card will not be charged if you cancel at least 72 business hours before your appointment. If you must reschedule your appointment less than 72 business hours before your appointment, a fee equal to half of the cost of your appointment will be applied to the rescheduled appointment if that appointment occurs within 2 weeks of the originally scheduled appointment. If you do not appear for your appointment, the missed appointment fee of 50% will be charged to your card.
- At Lotus Homeopathy, we are here to serve with both acute care and chronic care. We *try* to return messages received until 8:00 p.m. However, I do occasionally have personal commitments in the evening. If you have questions about your constitutional remedy, please call during regular business hours (10:00 a.m. – 5:00 p.m., M-F)
- If you have a need for acute care (colds, flu, injuries, etc.), please call during regular business hours, as well as the following:
 - Monday -Thursday: until 8:00 p.m.
 - Friday – Sunday: until 6:00 p.m.

However, if you are sick during the day, please call as soon as possible, rather than waiting until the weekend or the evening.

- Because homeopathy works best with continued, consistent treatment rather than sporadic treatment, new clients must be committed to their health before they will be accepted as clients at Lotus Homeopathy, Inc.

Fee Schedule:

Individual Appointments—Pay by the Appointment

Most new clients have the choice of going with a package plan (see below) or paying for the appointments and calls between appointments one at a time.

Initial Appointment: \$275.00. This includes the first remedy.

Follow Up Appointments: \$85.00. This does not include remedies or supplements. This is a 20-60 minute appointment.

New Client Packages for the First Year of Care:

At Lotus Homeopathy, we know that consistency is important to improving your health. So we offer clients the opportunity to save money the first year with a package plan. The second year a package plan is available as well.

Packages are priced for unlimited contact for an entire year. This means initial consult, follow up appointments, and acute care are all included. You will save a minimum of \$175.00 with a package. ***Remedies and supplements are NOT included!*** That cost will be extra. It is too difficult to determine what each individual will need.

- All Non-CEASE clients: \$700.00 per person

Continuing Client Packages for Subsequent Years of Care:

\$500.00 per year, per person (optional—you can choose per appointment follow-up).

If you choose to do the Continuing Client Package after choosing to pay by the appointment at the first appointment, there will not be any type of a refund. It is less costly to start with the client care package at the first appointment. But it is always an option to add the Continuing Client Package.

Remedies:

- Remedies are an additional charge, most often \$15.00 for pellet remedies. LM remedies start at \$20.00 plus postage. There may be exceptions if a remedy must be ordered from a costlier pharmacy, or made especially for you.
- CEASE Therapy and other clearings may require multiple remedies.
- If remedies must be mailed, postage will range from \$5.00 to \$22.00 or more, depending from where the remedy is shipped.

Interim consults

- \$20 - 25 for acute care consults during regular business hours (10 am – 5 pm), depending on the level of research that must be done. \$30 for non-clients or clients who haven't been seen for 6 months or more. ***There will be an additional \$5.00 for acute care calls outside of regular business hours.***

- Complicated Acutes are acute calls for a condition that has been around for awhile or is more complicated than normal. Cost is \$45.
- \$45 for interim chronic consults for check-in. If the appointment goes beyond the expected 15 or 20 minutes, or research must be done and we must come up with a new constitutional remedy between appointments, a regular \$85.00 fee will be charged.
- There is no fee for calling for asking questions, getting settled on an LM or when low C potencies (30C or lower) are used for constitutional care. Questions are encouraged and welcomed.
- Pre/Post Surgery Care: \$40. For setting up a protocol for your particular surgery and following up after. Covers remedy changes, all calls related to the time immediately following surgery.

Homeoprophylaxis

First Child	\$299.00 plus shipping plus any tax on the kit (in some states).
Any Additional Children	\$399.00 Plus shipping total for the whole family
Over 4 children	\$88.00 additional for an extra remedy kit.

CEASE/HDT Therapy or Isotherapy:

Because of the amount of contact required when participating in CEASE/HDT Therapy or any other clearing type program where multiple clearing are required, the new package deal is costlier than packages for non-CEASE clients.

- \$1000.00 per year, for the first person.
- \$800.00 per year, for each additional person signed up concurrently with the first person.
- \$500.00 Continuing Care Package on the second and subsequent years. As clients become more comfortable with the CEASE/HDT process, it requires less contact.

Contacting Lotus Homeopathy, Inc.

In this day of smart phones and social media, there are multiple ways to contact everyone. Having so many options makes it difficult to keep up with all of them.

The following should help.

There is now only one telephone number for you to call. That number is 651-748-1556.

If you call before 10:00 a.m. for acute care, we may not pick up the call. The reason for this is frequently when we do get calls before 8:30 a.m., someone has just awakened and the symptoms are usually not clear until an individual has been awake for a time—at least a half an hour.

Texting:

I have mixed feelings about being contacted by text message. For me it is as bad as a pager. It is also very distracting to other clients when text messages arrive during appointments.

Please follow these guidelines for contacting Lotus Homeopathy via text message:

It is very easy to hack into someone's text messages. You don't need a password, just the phone number. Sending symptoms through text messaging is equal to giving up your right to privacy. So handy as it might be, if you need to contact me in writing, please send an email, or use the form on the Contact Us page on our website. As with e-mail, you can always alert me to it with a text message.

Facebook Messaging:

If regular text messaging is equal to giving up your right to privacy, Facebook Messaging is equal to putting your symptoms on a billboard. In December of 2018, it was revealed that Facebook was giving certain advertisers access to the content of your messages in Facebook Messenger so they could direct certain ads at you. Supposedly, this is going to change, but until it does, I STRONGLY discourage it and will not respond to Facebook Messenger inquiries, other than to acknowledge I received them. And please remember that I do not get notifications of Facebook Messages when they come through. Choose a different method unless I have specifically suggested it.

Scheduling appointments:

Appointments can be scheduled online by using the button on the Lotus Homeopathy Facebook page or website. The button is at the top of the home page and at the bottom of every page.

When scheduling an appointment for a family member, please enter the family member's name, not the adult name. The contact information should still be for the adult. Please put the adults name in the Notes box.

Alternatively, you can still call to schedule an appointment. Either way, if you are a new client, be prepared to enter your credit card number. You will not be charged unless you do not show.

_____ Initial Here

New Client appointments must be cancelled 72 business hours prior to the appointment. Follow up appointments must be cancelled 24 business hours prior to the appointment. **Please do not use email or text messaging to schedule or cancel appointments.**

Acute Care:

The best way to make sure you get a chance to talk about your child's cold or your influenza or other acute illness or injury is to schedule an acute care call. This is usually an **Acute Care--Brief** call. There is also an **Acute Care Complicated** call, which is used less often. There is a two hour lead time for scheduling any appointment, (recently changed from six hours) so don't hesitate to schedule your acute care call.

If you are unable to schedule an Acute Care appointment online due to lack of availability of appointments, please call or text. (No symptoms in the text, just a message indicating you'd like me to call you for acute care.) If you leave a voice mail and it is urgent, please also leave a text to let me know that your voice mail is urgent.

If you wish to solve your acute care problems in writing, please plan to be checking your email frequently. It takes much longer and I am less accurate with written symptoms versus a phone conversation.

After Hours:

I do not check email on weekends, so please call and leave a voice mail on weekends and evenings. If it is before hours in the morning, please leave a voice mail and leave a text message indicating that it is an acute call.

I, _____, have carefully read all pages of these office policies.

Signature

Date