

# Four Winds Natural Healing Center Inc.

## New Patient Orientation

### *Our Mission at the Four Winds Natural Healing Center, Inc.*

Four Winds provides the highest quality level of natural healing services. We offer evidence based and clinically tested approaches to natural healing that have withstood the test of time. We pride ourselves on our expertise in botanical healing, customized herbal formulation, identification of the root causes of disease, personalized approaches, innovative perspectives, multi-cultural sensitivity, individualized nutrition programs, our kindness towards patients, understanding of complex situations, and our smiles! We strive for daily self growth, cultivating true wisdom and embracing happiness. We embody the traditional healer in a modern clinical practice. Most importantly, we get results! We specialize in the most chronic and difficult cases. By understanding ancient wisdom in a new clinical perspective, we are able to consistently get excellent results. We embrace the best of the ancient world with the best of the modern world.

### ***Patient Appointment Fees\* (Effective 10/1/21)***

***Nicholas Schnell, Clinical Herbalist, RH (AHG), Clinical Nutritionist, RD, LMNT***

<i>Description</i>	<i>Time</i>	<i>Fee</i>
New Patient Package Deal – Includes 60 minute initial appointment and two 60 minute follow up appointments  (Must be paid in advance)	1 – 60 minute initial  2 – 60 minute follow ups	\$275  (Savings of over \$50)  Over 15% Off
Initial Appointment (All Ages)	60 minutes	\$145
Follow Up Appointment (All Ages)	60 minutes	\$90
Follow Up Brief	30 minutes	\$65
Follow Up Short	15 minutes	\$45
Five Minute Mini-Consult	5 minutes	\$25
Letter to Physician, Medical Professional, Educational Administrator or Employer	Per Letter	\$15
Letter to Insurance Company	Per Letter	\$15
No Show or Less than 24 Hour Notice to Reschedule for Appointment	Each Visit	\$35
EQH – Medical Chi Kung	60 minutes	\$85
Private Chi Kung or Tai Chi Lesson	60 Minutes	\$85

\* Prices do not include herbs or supplements. Prices are subject to change without notice.

\*\* Health Spending Accounts (HAS) are covered for all appointment visits with Nicholas Schnell.

## ***Services Offered to All Patients***

We empower patients to take charge of their healing process. Our staff and practitioners offer a variety of services. Any of the following services can be incorporated into your comprehensive care plan at your choice including:

- Nutrition Counseling & Food Therapy
- Food Allergy, Food Intolerance and Chemical Sensitivity Diet Programs
- Nutrition Assessment & Nutrition Supplement Programs
- Individualized Herbal Formulation & Clinical Assessment
- Traditional Western Herbal Medicine (TWHM)
- Traditional Chinese Medicine (TCM)
- Traditional Ayurvedic Medicine (TAM)
- Traditional European Phytotherapy (TEP)
- American Eclectic Herbalism (EHM)
- Aromatherapy and Kneipp Hydrotherapy
- Expert Supplement & Medication Drug Interactions Review
- Expert Supplement & Herb Safety Review
- Chi Kung and Tai Chi
- Massage Therapy
- Honest, Direct & Compassionate Advice
- Inspiration

## ***Financial Assistance***

We are always willing to work with clients who are under financial stress or economic hardship. We ask clients directly call the office manager to discuss any type of support. Different arrangements must be made before the appointment.

## ***Other Clinic Services & Practitioners***

Professional massage therapy, specialized lymphatic massage therapy and life coaching are available from other practitioners at the clinic. Other bodywork therapies and topical use of herbal formulas can be performed by licensed massage therapists here too. Ask the front desk for details.

## ***Before Your First Appointment & What Information to Bring***

Please arrive 15 minutes before your appointment to fill out the initial assessment forms. Please, bring ALL of your herbal, nutritional supplements and/or prescription medications. It is best to bring in the actual bottles, so we can look at the labels. This helps us check for possible herbal or nutritional drug interactions with medications. It is helpful in difficult cases for patients to bring a written list of all their prescription drugs and dietary supplements for your records. A list of your medical history and surgeries is also helpful. This will help us move through the assessment more efficiently.

If you have your medical records, please bring them to the appointment including recent lab work, urinalysis, medical test or blood tests. We do not need to see MRI, X-Ray or CAT Scan results. A recent log of blood pressure or blood glucose readings is helpful. This information will help us assure the safety of your program, as well as identify any possible nutrient deficiencies or drug interactions

that have not been properly diagnosed. Please also bring a short list of your top five health goals and areas of concern.

## ***The Initial Appointment***

All clients receive a comprehensive sixty minute initial appointment. This ensures a complete assessment to address each individual's unique needs. The initial appointment focuses on a review of medical history, interpretation of labs, understanding patients' overall life story, TCM pulse assessment, TCM tongue assessment, physical nutrition assessment (hair, skin, nails, eyes, etc.), anthropometric assessment and complete herb assessment. Nicholas is an expert in these ancient and clinical assessment techniques. The information obtained shows the true root cause of disease, as well as how complex healing may be. When many patients have six diseases, many medications and a complicated health history, it is vital to really understand what we call the "origins story". The "origins story" is the complete synthesis of someone's entire life that led them to this point, especially focusing on knowing the true root cause.

Feel free to discuss anything with Nicholas what you feel is important to your healthcare. This includes: unique beliefs, religious beliefs, customs, dietary philosophies, ideas on the healing process, or any other important aspects of your life. We really want to know everything that has happened in your health history. Everything that is on your mind is important to the success of the case. You will not be judged and can be assured you will be accepted. We pride ourselves on being receptive, understanding, and caring.

All information is confidential. If you would like us to share information with family members, guardians or friends, we will need your approval to do so. This ensures a safe environment where any information can be discussed.

## ***Follow Up Appointments***

After the initial appointment, it is recommended a client call back within seven to ten days to briefly discuss their progress, to note any changes and to answer any questions. Patients are encouraged to call the office with questions they may have at any time. Because many people are sensitive, we tend to give milder formulas the first appointment. Each formula can be made successively stronger. Depending on the complexity of the case, patients may have to check in every week until results begin happening. This is a very time consuming process, so we ask for you to be patient with our staff.

A follow up appointment should be scheduled three to five weeks after the initial visit, depending on the nature of the disease. At this time, the changes in health status from the previous visit will be noted. The client will be completely re-assessed and pulses will be carefully re-evaluated at this time. The formulas will be modified and strengthened to address all of the patient's individual needs. Years of experience has shown us the body starts showing deep changes about three weeks after starting formulas. This is an ideal time for a follow up. In ancient times, a true assessment or prognosis was not formulated until seeing a patient after the first follow up.

At follow up appointments, we begin to focus more on lifestyle and nutritional protocols. On the second and third appointment, we will perform a diet and nutritional analysis. For those with multiple food allergies, we consider different elimination and rechallenge protocols. At follow ups, we also begin to refine our assessment. Herbal formulas will be constantly modified and adjusted until the desired results begin to happen. This process requires new patients to check in on a regular basis.

Herbal formulas and nutritional recommendations will likely be changed or slightly modified to fit the ever-changing needs of the patient. Holistic healing is a very in-depth process that is similar to peeling an onion. One slowly corrects the surface issues, as you continually look to address the deeper issues. The unique needs of the body may change quickly, so the individualized program must be adjusted to ensure the body is adequately nourished on its path to true healing. As many illnesses improve or go away completely, older illnesses may surface. This is not an uncommon occurrence in the natural healing process, and it represents that next “layer of the onion that needs to be peeled away”. In Traditional Chinese Medicine, it is classically stated, “focus on the branch and root at the same time”. This means we always address the deeper root causes of imbalances, while at the same time improving the daily realistic complaints clients have.

After the first few follow-up appointments, it may not be necessary to return for a long period of time. More difficult, chronic or serious cases will require a follow-up every month for at least the first six months. The number of follow-up appointments will vary depending on the severity and difficulty of the case. Many clients choose to have a long term relationship with us. Even after they have achieved their health goals, they choose to focus on prevention or longevity. We are always here for clients whenever they made need a tune up or re-evaluation.

### ***The Healing Process***

Remember that illness was not created in one month, so it will take some time to create deep healing. As a general rule, it is commonly believed that for every one year of the illness, it will take one to three months of dedicated healing. If one has had an illness for 6 years, you can estimate it will take 6 - 18 months to create healing at the deepest levels. Have patience and remember that holistic healing addresses the true underlying cause of illness. Even though patients symptoms may feel completely improved, it can still take much time to truly reverse the disease process. Remember that holistic healing does not merely mask the illness but corrects imbalances at the very root or core of our being. Some chronic diseases may take many years to totally overcome. How quickly patients experience results will also depend on their ability to change their diet, make lifestyle improvements and be consistent with protocols. The amount of stress and the degree of emotional/spiritual balance also has a very large role to play in the healing process.

Do not be surprised to notice positive changes in your condition within seven to ten days. We feel like our work is so in-depth and our knowledge of herbalism so specific, that is common to notice minor changes fairly quickly. It may take up to four weeks or more to notice a reduction of symptoms in more severe cases. Remember that natural healing might be a slower process, but its powerful effects are often times permanent. By changing one’s constitution, a person’s body, life or reality may even be changed. After a dedicated course of formulas and lifestyle changes, many clients can completely go off of their natural supplements. Unlike western drug pharmaceuticals, when the root issue is resolved, people can often quit taking all their natural formulas too. At that time, some clients choose to actively pursue preventative holistic health care protocols.

### ***What if I Experience Strong Reactions or Rapid Changes***

Natural healing is truly a dynamic process of growth and change. Many patients are not expecting the degree of changes that can rapidly happen. If you experience strong changes or strong reactions to a formula that you are uncomfortable with, please stop taking your formulas and call our office. We can discuss exactly what your body is going through. Strong reactions are very common when undergoing detoxification therapies. Many of these rapid changes or reactions are extremely good

indicators, but they can be very unusual to those not experienced to using natural healing methods. Some clients may experience both physical and emotional cleansing symptoms, similar to what often happens during counseling therapy.

## ***Contacting the Office***

Patients can contact the office at any time with questions by email, phone or texting service. Our goal is to respond to all messages within 24 hours. Please know that it is difficult to often catch people on the phone, so emailing or texting is becoming an increasing efficient way to communicate. Here are the office contacts:

- Text the office directly at 402-965-0097
  - ***This is the preferred method of communication for check-in and orders***
- Call the clinic office at 402-933-6444
- Email the clinic office at [fourwindsnhc@gmail.com](mailto:fourwindsnhc@gmail.com)
- Check out our website at [www.FourWindsNHC.com](http://www.FourWindsNHC.com)
- Check out our office Facebook page and follow the clinic for constant updates
- Email Nicholas directly at [spiritbear4@msn.com](mailto:spiritbear4@msn.com)

## ***Hours***

Normal clinic hours are from 9:00 AM to 5:30 PM, Monday through Friday. Please call in advance before stopping by the office for a formula refill. Our formulas are custom made and require some time to compound.

## ***Scheduling Appointments & Common Courtesy***

We ask for the courtesy of a proper forty eight hour notice to change or cancel your appointment. We have a very small staff, and this makes our life much more peaceful! Appointments fill quickly, and this ensures that those in need can get the attention they seek. Not providing a twenty four hour notice or not showing up for an appointment will result in an automatic \$35.00 rescheduling fee for the first missed appointment. Second occurrence of missing an appointment without a twenty four hour rescheduling notice will result in full consultation charge. This charge must be paid before another appointment can be rescheduled. We often have two month or longer wait list. No show appointments prevent those who are in great need from getting into appointments. This policy is a reflection of our dedication to patients and their healing journey. Please call the office if you are going to be arriving late or have difficulties finding the office.

## ***FDA GMP Compliance***

Four Winds strictly follows FDA's Good Manufacturing Practices (GMPs). All formulas are made in a sanitary environment with a great deal of paperwork. We guarantee the quality of our work, that it is free of any adulterants, has no additives and is free of heavy metals or any contaminants. This is a great undertaking for a small family owned business and takes much time. It is part of our assurance to you to offer the best product available. We also guarantee that every single product or company we recommend has the highest quality standards in the industry.

## ***Formula Refills***

Your formulas are pieces of artwork that are custom made with great attention. These individualized formulas take much time and detail. With all the FDA paperwork we do on each formula, it takes a lot of time. We have two requests for refills. One, we request all clients text, email, or call forty eight hours in advance of needing a formula. Second, we request that clients refill at least two formulas at a time to help us out. When people are feeling great, we ask they try to refill enough formula to make it to their follow up. These changes allow us to serve you better and more effectively. If formulas need to be adjusted, we can easily modify them at your visit.

## ***Referrals***

We welcome referrals from physicians and other healthcare providers. We also welcome referrals from clients for their family and friends. Clients of all ages (infants to the elderly) can be seen for their unique holistic healthcare needs. Holistic healing can play a vital role in the recovery from most illnesses. Family and group sessions are also available. The best healing is when you can see the whole family! We currently see patients in over thirty states and enjoy seeing out of state patients.

## ***Our Specialty- Difficult Cases***

The Four Winds Natural Healing Center and Nicholas specialize in difficult and chronic cases. In the Chinese tradition, Nicholas specializes in what are called “knotted complex cases”. These cases are multilayer, complicated and multifactorial. These complex cases can have many years of layers and years of drug side effects to try to unravel. We love working with clients who have been to prestigious research medical centers and other specialists around the country. We routinely see patients who have failed to get results from national experts or other medical specialists.

## ***Insurance Reimbursement***

Patients must contact their insurance companies directly to determine their coverage and eligibility. ***We do not bill the insurance companies or directly contact insurance companies.*** If a medical doctor will write a prescription for nutrition counseling for seeing Nicholas, there is a better possibility of coverage. Please bring the prescription with you! Patients should be aware that nutrition counseling can sometimes be filed as tax deduction under medical expenses.

## ***Health Spending Accounts***

Many clients are able to use their Health Spending Accounts (HSA) or Medical Spending Accounts to pay for their appointments with Nicholas as nutritional counseling. Nutritional supplements may or may not be covered on the plan. Plans vary, so clients must contact their insurance provider or accountant directly to determine coverage.

## ***Business Policies***

Payment is due at time of office visit. We accept Visa, Mastercard and Discover, cash and check. A \$30.00 service charge will be automatically charged to any returned checks. Payment on returned checks must be made in full before the next office visit. Special payment plans are available for all who qualify. We always do our best to serve all those in need.

All opened herbs and custom herbal formulas are nonrefundable because we cannot reuse them. Refunds cannot be made for past appointments. Refunds for package deals will be charged the full initial appointment charge (\$145 Nicholas) and refunded the remaining balance (\$120 Nicholas).

With one follow up appointment, the patient will be charged an additional regular follow up fee and refunded the remaining balance (\$35 Nicholas).

## ***Website and Facebook Page***

The Four Winds Natural Healing Center also maintains an active Facebook site for educational purposes. We post current class lists, educational opportunities, educational articles, exciting plant research updates and inspirational writing on healing. Follow the office Facebook page to receive all this free information. We also have an educational clinic website at [www.FourWindsNHC.com](http://www.FourWindsNHC.com) that has all our clinic forms and vital information.

## ***Our Herbal Dispensary***

We maintain one of the largest and most comprehensive herb and natural medicine dispensaries in the entire United States. We have over 1000 individual herbs and formulas. Our dispensary has tinctures, fluid extracts, glycerites, bulk herbs, powdered extracts, suppositories, essential oils, plasters, oils, liniments, precious teas and much more. Our approach is to custom make formulas to fit clients' exact health needs. We may use as little as three herbs or more than twenty in a single formula. This is a very time consuming process, but our clients deserve the best!

We can provide most any herb or herbal formula for patients of licensed healthcare providers. Patients' practitioner may call in their own unique herbal formulas that they want to be hand-made. We can locate herbs or formulas from any part of the world.

## ***Support Local***

We are passionate about organic, biodynamic and local farming. We support a large network of local organic farmers. We also choose to pay higher prices for local products that are often grown to our specific requirements. Quality cost and quality matters. You can't get results with low quality.

## ***Herbal Education & Training Programs***

Four Winds Natural Healing also has an herbal educational program for students wanting to study natural medicine. We also offer seasonal classes and exciting herbal field trips. We have on going classes and workshops. Our office also serves as a clinical training site for herbal students, medical students and other students of natural healing. Check out our website page and Facebook page for more details. We are available to teach classes and workshops for your group or organization. Please call to inquire on prices and availability.