

GENERAL SERVICE POLICIES



AIM Swasthya

Dr.Namyata Pathak, BAMS, MD (Ayu)

Integrative Ayurveda Physician

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□ **You are encouraged to ask questions on any health-related topic and to take an active role in your health-care.** It is recommended that you arrive empty stomach or atleast 2 hours after a meal as we practice pulse diagnosis and the readings are best then.

□ **Information revealed during counseling sessions and office visits is confidential.** Exceptions to this confidentiality include disclosure by you regarding intention to harm yourself or others. Your record and the information contained within it will not be disclosed to others unless you direct us to do so, we mutually decide a referral/second opinion or unless the law authorizes or compels us to do so.

□ **Intervention outcomes and alternatives:** Although your plan will be thoughtfully customized to your unique health status and your personal goals, no guarantees can be assured regarding the outcomes of treatment(s) or procedure(s). There may be additional or alternative treatments available and you are welcome to ask questions if you would like additional information. In rare cases of allergies/intolerances to products recommended, you are requested to discontinue use and inform us and/or your primary physician.

□ **Initial Consultation/Office Visits:** Dr. Pathak charges \$120.00/ per hour. The first visit is 1 or 1.5 hours depending on the kind of consultation and requires \$75 deposit. Follow-up visits are typically 0.5 to 1 hour long. *Please remember that if you choose not to fill the pre-visit form, it would take more time on the first and second consultations.* For those who genuinely cannot afford the full fee and seek our assistance, we will reconsider our fees upon request.

□ **Reimbursements:** As with other health initiatives like yoga training or gym membership or buying health supplements, there is no known reimbursement for services provided by Dr. Pathak. However, you may be able to deduct some or all of your costs of consultation and products from your FSA (Flexible Savings Account) or HSA (Health Savings Account) if you check with your plan administrator.

□ **Laboratory testing :** You will be asked to share your medical reports and past medical information. For the purpose of monitoring your disease status and risk of disease we may suggest to you to get additional reports done. The costs for these are not reimbursable on our suggestion. We suggest that you to work with your primary care physician or specialist doctor for these as and when needed.

□ **Referrals:** In you health plan, we might need the expertise of other healthcare professionals to optimize the outcomes. For example we may need a diagnostic opinion of a nephrologist or if we decide to learn yogasanas, you may need help training from some experts. Between the imperative need for such a referral and the availability of time, financial and other resources your end, AIM Swasthya will sensitively tailor your health journey for optimal results.

Ayurveda inspired Integrative medicine for Swasthya

Manage diseases. Prevent disorders. Promote health.

GENERAL SERVICE POLICIES (contd)

□ **Sourcing medicines:** USDA certified organic products are available from Banyan Botanicals (made in US) and Athreya (made in India). For customized solutions unavailable from these sources, we recommend trusted Indian sources. AIM Swasthya may stock some common medications from trusted brands made in India. A comparison on the pros and cons of these options is available on the website and on request. You are free to choose your preferences. If you need help in ordering, we charge a service fee of \$20.

□ **Email/Phone queries:** If you have a health emergencies or a serious condition, please contact your primary health provider, or other doctors or call 911. If you have any intolerances to interventions recommended at AIM Swasthya, you are requested to discontinue them and kindly contact us at +1-650-804-1130 or email us at namyata@aimswasthya.com.

Any important queries about the treatment plan can be emailed to us for responses between two visits. Phone is the second preference for communication if you are not comfortable with typing emails.

For any query list (other than doubts about proposed treatment plan administration) that takes more than 5-7 min to respond, kindly schedule another appointment. Newer symptoms or health concerns or changes in jointly planned diet and lifestyle typically need longer time and understanding. If it has been more than eight weeks since your last appointment, we recommend that you plan a follow-up visit.

□ **Phone/Video call consultation :** It is recommended that at least the first visit is done in person. However, we realize that this is not always possible. A video-call with Skype or Google hangout is recommended if you have that facility. The consultation charges and deposit remains the same and we urge you to fill out the forms.

□ **Payment mode:** We accept cash or cheques written in the name of Dr.Namyata Pathak or AIM Swasthya. If you prefer PayPal and credit card options, kindly discuss them with us.

□ **Policy related query :** For any queries about the policies, please email us at info@aimswasthya.com

Please sign below if you understand and are willing to comply by our policies.

Name

Sign

Date

□ If your identity is strictly protected, would you allow the use of your case history for research and education purposes. YES / NO

Name

Sign

Date

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