

# CENTRE DOWNE HEALTH LLC

## Naturopathic Family Medicine and Acupuncture

Dr. Brian Paterson, ND, Lac and Dr. Kathryn Cranford, ND, NHCM

### WELCOME

We would like to take this opportunity to welcome you to Centre Downe Health LLC, and to provide information about the clinic's services and clinic policies. This practice offers health care for you and your family through all phases of life, from infancy, childhood, adolescence, adulthood, through the elder years. We hope that you will find here a comprehensive approach to helping you find the pathways to health to which you can be most whole-heartedly committed.

### TRAINING and PRACTICE HISTORY

As a doctor of Naturopathic Medicine (ND), each doctor completed, on a four or five year track, a medical training degree composed of basic medical and clinical sciences at Bastyr University in Kenmore, WA. Bastyr University is a federally accredited naturopathic university. Included in these five years were two years of supervised clinical experience and patient care at the Bastyr Center for Natural Health. During three of her five years, Drs. Cranford also trained in Naturopathic Midwifery, and during his four years Dr. Paterson was also trained in Midwifery and completed a master's degree in Acupuncture and Oriental Medicine. After completing their respective programs, Dr. Cranford spent 4 years working in a naturopathic family medicine practice in Maine, while continuing to attend births in hospitals, birth centers and homes, in the US and abroad. In 2005 Kathryn opened her own private practice, Whole Heart Healing Arts, in Meredith, NH and in 2012, moved that office into our home location in Laconia, NH. After completing his programs, Dr. Paterson completed a residency in Naturopathic Family Medicine through the National College of Naturopathic Medicine before coming to LRGH's Holistic Health Center. Now, Drs Paterson and Cranford are joining forces as Centre Downe Health, LLC, both to be located at our home office in Laconia.

### LICENSING

In order to be licensed in New Hampshire, following completion of the ND program of an accredited Naturopathic College or University, Naturopathic doctors must pass the nationally administered Naturopathic Physician's Licensing Examination (NPLEX). In order to be licensed to practice Naturopathic Child Birth, a licensed ND must also pass the nationally administered American College of Naturopathic Obstetricians (ACNO) exam and maintain an additional certification in Naturopathic Childbirth. Dr. Cranford practiced Midwifery under her NHCM (NH Certified Midwifery) and is the current chair of the NH Midwifery Board. After 15 years of serving NH families in the capacity of naturopathic midwife, she has decided to focus again on taking care of families in the days, weeks and years after birth so she can sleep at night. Dr. Paterson is licensed to practice acupuncture under his ND degree, but in addition, maintains NCCAOM certification. Naturopathic Doctors (NDs) are licensed as "Providers of Primary Care" in the state of New Hampshire. In order to maintain a license to practice in NH, NDs and ND OBs are held to high standards of professional conduct and requirements including completion of Continuing Education Credits (CEUs) upon which semi-annual renewal of licensure depends.

### NATUROPATHIC MEDICINE

Naturopathic medicine is very prevention oriented. If you are sick, we want not only to determine how to make you feel well again, but also to determine why you became sick in the first place, so as to prevent recurrence. This approach may include dietary or life style changes, correction of deficiencies in nutrients or food groups, short and longer term herbal or homeopathic supplementation, often, a combination of several approaches. Naturopathic Doctors use interview, physical examination, and standard laboratory testing to discern the underlying cause of your health concerns. Other services available include acupuncture and manual therapy, annual physicals and testing, full gynecological/women's health screening, well child care visits, adolescent medicine, lifestyle and psychological counseling. The office includes a carefully quality screened medecinary of herbal, homeopathic, nutritional supplements that may be prescribed for you. Under the updated NH law, NDs are also licensed to prescribe wide range of pharmaceuticals including bio-identical and standard hormones, birth control, and antibiotics, cardiac and diabetes mediations etc. These are usually used as a last resort after working with more natural means first, or, as a maintenance until we can work with naturopathic therapeutics to make these drugs unnecessary. We currently do not provide vaccines, but vaccination counseling is available for adults and children who choose to vaccinate for general health and/or travel reasons.

### OFFICE VISITS

A typical **first office visit** lasts about 1 hour and 15 minutes. During that extensive intake, we strive to come to know not only the history and presentation of your chief health concerns, but also the context in which they have arisen. This context may include emotional, social, nutritional and or familial/genetic predispositions. Sometimes a physical exam or lab work may be included at that first visit, or for more complex cases, those may be undertaken at a **follow-up appointment** which generally takes 30 to 45 minutes. If a homeopathic remedy is indicated, there may be a separate homeopathic intake which involves a more extensive interview time in order to find details that may help to determine exactly the correct remedy for you.

Visits for **acute conditions** (cold/flu, acute gastrointestinal upset, etc.) are usually of shorter duration with a follow up appointment scheduled to assess progress and to identify the underlying causes of the condition, again, so as to treat to prevent recurrence.

## OFFICE FEES AND PAYMENT

Payment is due at the time of service so that overhead is kept down and that savings may be passed on to you in the form of lower visit rates. First office visits cost more based on time and cost for chart and account set-up. Please come prepared to pay for all charges **at the time of service** ideally by cash or check. The office does process credit cards but because we pay a 2.75% processing fee on each transaction, we prefer cash or check to credit. If you have a balance and are having financial difficulties, please contact the office immediately so that a payment plan may be established.

<b>Naturopathic Services:</b>	First Office Visit: (60-90 min. depending on practitioner)	Return Office Visits and phone consultations
Adults (19+ years)	Please call for initial visit rates	Please call for hourly rates
Children/Adolescents (0-18 years)	Please call for initial visit rates	Please call for hourly rates

### Health insurance:

The office will be happy to provide for you a service summary form which indicates the ICD and CPT codes appropriate to your visit. You may submit this form to your insurance company for reimbursement. Although NDs are licensed in the state as “Providers of Primary Care” (as opposed to “PCP”), many insurance companies do not cover Naturopathic Health Care. If reimbursement is critical to your being able to receive care, please be sure to check with your insurance carrier before your visit to be sure what they require and if they will be likely to reimburse you.

### Appointments:

If it is necessary to cancel a scheduled appointment, please alert us as soon as possible. Appointments cancelled with less than 24 hours notice may be charged a \$25.00 fee, at the discretion of the doctor. The third no-show will be billed for the entire visit fee, as that time has been set aside for you, to the exclusion of another patient. Every effort will be made to remind you of your appointment.

### Phone Consultations:

Phone consultations are available for established patients who are unable to make an office visit, or for those who live at a great distance. Phone consultations are billed at the same hourly rate as in-person consultations, starting at \$30.00/15 min. or portion thereof. Fees are based on the time incurred by the doctor to address your needs. Please call ahead to schedule phone consultations during office hours. **Please note that you call the office at the time of your phone consultation.**

### On-call services:

Dr. Cranford carries a cell phone for emergency/out-of-office hours use only. If it is outside business days/hours or on the weekend and you do not find me at the office, at the end of the office phone message you will find my emergency contact number. Please note that **any use of the non-office on-call contact is a \$35.00 charge and charges accrue according to phone consultation rates after that on-call charge is established.** This extra charge is meant only to discourage unnecessary out-of-office-hours use. Please note that I will stop whatever I'm doing to contact you, so please do call if you truly need to. If I am away for any extended time, I will have the name and contact information for a back-up doctor or midwife on my office phone message.

**PLEASE RESPECT THE FACT THAT OUR OFFICE IS ALSO OUR HOME, SO PLEASE DO NOT DROP IN FOR A VISIT OR TO PICK UP SUPPLEMENTS WITHOUT FIRST CALLING AND SPEAKING WITH SOMEONE.**

## OFFICE HOURS

**Dr. Brian Paterson, ND, Lac**  
 Consistently Monday – Thursday:  
 8:00 AM to 6:00 PM  
 Appointments booked with 10 min. between

Closed for lunch from 12:30 to 1:30 PM

**Dr. Kathryn Cranford, ND, NHCM**  
 Due to Mom duty, hours may be variable,  
 but generally: Monday – Thursday:  
 9:00 AM to 4:30 PM Mon.-Thurs.

**By my signature below I indicate that I have read and understand the services provided and the clinic policies and I give my consent to be treated by the providers at Centre Downe Health, LLC.**

**Patient Name Printed:** \_\_\_\_\_

**Patient (or Guardian) Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_