



Your Source for Optimal Health

Patient Orientation

227 North El Camino Real
Suite 203

Encinitas, CA 92024

(760) 632-0100

Fax (760) 632-0102

www.linaehealthspan.com

info@linaehealthspan.com



Patient Checklist

Read all of the practice documents

Obtain your medical records and/or test results from previously seen physicians and have them sent to Linae Healthspan Institute, arriving at least 2 days prior to your appointment date.

Provide your preferred shipping/ mailing address; if listing a P.O. Box please indicate a street address for receiving packages, UPS or FED EX.

Provide us with your pharmacy name, address, phone and FAX number.

Please fill out and sign the following consent forms and Wellness Intake:

Agreement For Medical Services

Consent To Treatment

Arbitration Agreement

Pricing & Office Policies

Patient Pledge

Authorization To Release Medical Information

Medicare Notice

Email & Internet Consent

Research Consent Agreement

Wellness Intake

Thank you



Dear Patient,

Welcome to Linae Healthspan Institute. We look forward to meeting you.

What Happens On Your First Day?

Please arrive 15 minutes before your appointment time.

Check-in:

(15 minutes)

- Finalize and sign consent forms
- Vital Signs & Picture for medical chart

MD or PA Consultation:

(60 minutes)

- Medical Assessment & Initial Treatment Plan

Review of Labs and Studies Ordered:

Medical Assistant

(10 minutes)

- Review of labs and other orders
- Test descriptions and pricing

Nutrition & Lifestyle Consultation:

Steven Williamson, CNC, CPT

(50 minutes)

- Nutrition Assessment & Initial Nutrition Plan
- Exercise Plan

Program Review:

(15 minutes)

- Review of MD's treatment plan
- Review of medications prescribed-if needed
- How to obtain prescribed nutritional supplements
- Exit plan and information reviewed and discussed

Check-out:

(10 minutes)

- Schedule follow-up appointments
- Obtain invoice/superbill to send to your insurance company for possible reimbursement



Practice Policies For Patients

Our goal at Linae Healthspan Institute is to provide you with the highest level of personalized care. We are committed to helping you achieved optimal health.

It is important to read all the enclosed information carefully and mail or fax all attached forms to our office a least 4 days prior to your appointment. These processes will all us to help solve your problems more efficiently and enhance the quality of our care. If your patient packet is late, it may take up to 30 minutes of your appointment time to review your records.

WEBSITE

Information about the Linae Healthspan Institute and all relevant patient forms can be accessed through our website www.linaehealthspan.com.

MEDICAL RECORDS

Medical records can only be released with your authorization. A medical records release form is enclosed for your use. You are responsible for obtaining previous medical records from other physicians or health care provider. Please contact your healthcare provider to obtain these records. Your records should be faxed, mailed or emailed to our office.

CONSULTATIONS

Your initial visit will include a 60-minute medical consultation with your physician and a 50-minute nutrition and lifestyle consultation. Nutritional therapy and laboratory /diagnostic testing are integral components of your treatment plan. Test results are used to design your personal health care program and reveal the root causes of you medical condition. We often recommend nutritional supplements. We assist you in finding the highest quality products at the best possible price.

INITIAL VISTS

When coming from out of town, you may need to stay overnight after your consultation to have our blood drawn the next morning as many of our tests require a 12-hour fast. You should drink water during this fast.

The costs of all testing will be reviewed with you by one of our staff after your medical consultation before labs are drawn. You will receive all final lab results with interpretation during your follow-up visits.

CONSULTATION FEES

- Initial MD Consultation 60-Minutes: \$395
- MD Office Visit or Phone Follow-up 50-Minutes: \$350
- MD Office Visit or Phone Follow-up 25-Minutes: \$195
- PA Office Visit or Phone Follow-up 50-Minutes: \$195
- PA Office Visit or Phone Follow-up 25-Minutes: \$100
- Initial Nutrition & Lifestyle Consultation 60-Minutes: \$175
- Nutrition & Lifestyle Visit or Phone Follow-up 50-Minutes: \$150
- Nutrition & Lifestyle Visit or Phone Follow-up 25-Minutes: \$75



CONFIRMATION AND CANCELLATION OF APPOINTMENTS

Because of the multiple requests for consultation, there is a 48-hour cancellation policy. Your appointment must be cancelled at least 48 hours prior to your scheduled appointment or you will be charged for the visit. You may cancel your appointment by calling the office. If calling after hours, please leave a message.

PAYMENT OPTIONS

Our office accepts cash, checks or credit cards (MasterCard, Visa and Discover). When you schedule your initial visit, we request a credit card on file to hold the appointment for you. No charges will be applied to your credit card unless you miss or cancel your appointment without proper notice. On the day of your scheduled appointment, all charges for the consultations, laboratory testing and supplement costs will be reviewed with you. Payment is due at the time of service.

Follow-up phone consultations will be billed to your credit card on file unless you provide other payment information and instruction prior appointment. If additional lab tests are required and our office sends the test kits, the appropriate fees will be charged to your account.

INSURANCE INFORMATION

Linae Healthspan Institute does not accept insurance and we cannot assist you with claim resolution. In the same way, we are not Medicare providers. You will be provided with a billing summary which you can submit to your insurance carrier.

PHONE CALLS, MESSAGES & FAXES

1. Our office hours are Monday through Friday 8:30 am to 5:00 pm Pacific Time.
2. Our phone number is: (760) 632-0100.
3. Our fax number is: (760) 632-0102.
4. If you call after hours, our office staff will return your call on the next business day.
5. If you have a medical emergency, call 911 or go directly to the nearest emergency room.
6. When leaving a message, please be brief and include the following information:
 - Full name (spell your last name) and date of birth.
 - Reason for the call.
 - Best time to be called back.
 - Phone number or numbers.
 - Email address (if applicable).

PRESCRIPTION REFILL REQUESTS

It may take up to 48 hours to process a prescription refill. Please plan ahead to avoid interruptions in your medications. Prescription refill can be faxed to our office pharmacy.

OFFICE LOCATION

Our office is located in Encinitas, California. Our offices are located on the second floor of the building. Please advise our staff if you need assistance as there is no elevator available. We will make arrangements to accommodate you down stairs in Family Practice.



Places To Stay In The Encinitas Area

- Cardiff by the Sea Lodge
 - Address: 142 Chesterfield Dr, Cardiff by the Sea, CA 92007
 - Phone: (760) 944-6474
- Howard Johnson Encinitas Near Legoland Area
 - Address: 607 Leucadia Blvd, Encinitas, CA 92024
 - Phone: (800) 553-5339
- Residence Inn by Marriott Carlsbad
 - Address: 2000 Faraday Ave, Carlsbad, CA 92008
 - Phone: (760) 431-9999
- Ramada Carlsbad by the Sea
 - Address: 751 Macadamia Drive, Carlsbad, CA 92011
 - Phone: (760) 438-2285

LOCAL RECOMMENDED RESTAURANTS

- Healthy Creations
 - Address: 376 N El Camino Real, Encinitas, CA 92024
 - Phone: (760) 479-0500
- Naked Café
 - Address: 288 N El Camino Real, Encinitas, CA 92024
 - Phone: (760) 635-7866
- Whole Foods Market – Encinitas
 - Address: 687 S Coast Highway 101, Encinitas, CA 92024
 - Phone: (760) 274-1580
- Jimbo’s Naturally Market – Carlsbad
 - Address: 1923 Calle Barcelona, Carlsbad, CA 92009
 - Phone: (760) 334-7755
- Tin Leaf Fresh Kitchen
 - Address: 6985 El Camino Real, Carlsbad, CA 92009
 - Phone: (760) 431-5323
- Bistro West
 - Address: 4960 Avenida Encinas, Carlsbad, CA 92008
 - Phone: (760) 930-8008
- Ki’s Restaurant at the Beach in Cardiff
 - Address: 2591 S Coast Highway 101, Encinitas, CA 92007
 - Phone: (760) 436-5236



Directions To Linae Healthspan Institute

Address:

227 N. El Camino Real
Suite 203
Encinitas, CA 92024



Driving Directions from Interstate-5:

- Exit east onto Encinitas Boulevard (away from the ocean).
- After about 1.5 miles you will turn left onto El Camino Real. There is a shopping center with Sprouts Farmer's Market and a Shell fuel station on the right-side at the light on the corner of Encinitas Boulevard and El Camino Real.
- The building is on the right-hand side of the street. Turn into the driveway immediately after Mattress Discounters and Jiffy Lube.

Frequently Asked Questions

What is your website address? And how can I order the supplements I need?

Information about Linae Healthspan Institute can be found at www.LinaeHealthspanInstitute.com. Our website also provides an online store for your nutritional and supplement needs. Our team has researched the highest quality products available that are independently assayed for quality, purity, and effectiveness. To access the store your user name is your email address and your password is "functional".

We encourage you to log on to our site and learn more about our services, resources, links to our recommended sites for cutting edge articles and blogs for the ever emerging world of Functional lifestyle medicine, as well as our trusted partners in the vast array of modalities that encompasses our whole systems approach to healthcare.

Do you think you can help me with my health problems?



We use a revolutionary whole systems approach to accessing and treating your health conditions. So many people have had the experience of being examined by a doctor, and having had blood work and many tests only to be told that everything is normal.

Most doctors were trained to look only in specific places for the answers chronic illness. They use the same routine tests repeatedly. Several causes of illness may be subclinical and cannot be found with traditional testing. The usual standard tests do not look for hidden infections, environmental toxins, food allergies, mold exposures, metabolic imbalances, and nutritional deficiencies. Intercellular testing reveals nutritional deficiencies. Genetic testing can uncover many genetic predispositions that can be modified through diet, lifestyle, supplements and medications if needed.

At Linae Healthspan Institute we use these cutting-edge diagnostics to prevent illness, obtain optimal health and help patients recover from many chronic and difficult to treat conditions. We place an emphasis on the prevention and treatment of the most common chronic diseases of our day, such as heart disease, diabetes, dementia, hormonal imbalances, and digestive problems. We are highly skilled in evaluating, accessing, and treating many of the chronic conditions of our day that have become such an epidemic such as autoimmune diseases, inflammatory conditions, mood and behavioral disorders, fibromyalgia, chronic fatigue, memory problems, and many other complex conditions.

Can all the tests I need be done at Linae Healthspan Institute?

Some of the testing can be performed at Linae Healthspan Institute. Some testing can be done through conventional laboratories and others are available through specialty laboratories. During your medical consultation, your physician will determine which tests are needed and then our nurses/medical office assistants will review testing recommendations, instructions (ex. Fasting or non-fasting, etc.) and costs. Some testing can be performed at home with test kits to collect urine, saliva or stool. Others may require you to a local laboratory to have blood drawn. In all cases, we will assist you in coordinating initial and follow-up testing.

Occasionally, we may recommend certain tests that are not performed at our offices (i.e. heart scans, cardiac stress tests, bone density, sleep studies, etc.) In those instances, we can provide you with an order that you can take to a facility near your home or we can schedule an appointment to have them done near our office.

Will I see other practitioners at Linae Healthspan Institute?

Nutritional therapy is a vital component of your treatment plan. Following your initial medical consultation, you will meet with one of our nutritionists. They will provide recommendations based on your health concerns and tailor your diet based on medical evaluation and test results. You will follow-up with your nutritionist in person, by phone, or email consultations.

Do you take Insurance?

Linae Healthspan Institute does not accept insurance or Medicare. We do not file insurance claims on your behalf and we do not assist with claim resolution. However, we will provide a super bill or a detailed receipt of services performed for you to submit to your insurance carriers. We expect payment in full by check, cash or credit card due at the time services are provided.

What credit cards do you accept?



We accept the following credit cards: MasterCard, Visa and Discover. It is important to maintain an active credit card on file with our office for billing of follow-up consultations, laboratory testing, and other services.

Is Dr. Williamson a primary care physician?

Dr. Williamson is trained in Emergency and primary care medicine. You may see Dr. Williamson as your primary care physician as her family practice is down stairs in the same professional building. You may also retain your primary care physician and she can confer with your doctor if required. At LHI we will work closely as consultants and coaches in preventative, nutritional and functional medicine to help you address the roots of chronic health problems.

Do I have to see the physician in person for my medical consultation?

Yes the doctor's medical licenses require that they meet with the patient in order to provide an initial consultation. However, follow-up appointments can be arranged by phone or in the office.

Who do I contact?

Our office phone number is: (760) 632-0100.

All questions and concerns can also be communicated via email to: Info@LinaeHealthspanInstitute.com

Administration & Patient Concerns: Practice Administrator, (Steven@LinaeHealthspanInstitute.com)

Lab Results, Prescription Refills, Supplement Orders: (Kelli@LinaeHealthspanInstitute.com)

Where are you located?

Linae Healthspan Institute is located in North San Diego County in the beautiful city of Encinitas, California.

