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Welcome to the Somerset Health and Wellness Centre!

Please complete the intake forms enclosed in this package prior to our first visit together. It is important that you fill out the forms completely and accurately so that our first meeting can be as productive as possible. All information is strictly confidential.

Your first visit will last approximately 1.5 hours and will be spent going over your health concerns and will include a relevant physical exam if time permits. During this initial consultation, your naturopathic doctor will collect the information required to make an assessment of your situation. She may recommend certain diagnostic tests in order to gain a better understanding of your health status. A urinalysis is included in all initial visits. In most cases, a second follow-up visit will be scheduled and may take 1 to 1.5 hours to complete. This visit will be used to complete the physical exam, to discuss the results of your test(s) and to implement a treatment plan. Your treatment plan may include any combination of dietary recommendations, lifestyle changes, herbs, Chinese medicine, acupuncture, homeopathic remedies, or nutritional supplements. Subsequent visits will be booked, as necessary, to review your progress and make appropriate changes to your program. Follow-up visits are usually scheduled for 30-45 minutes.

Payment for appointments is required at the end of each visit by cash, cheque, debit or Visa. There is a \$35.00 charge for all returned cheques. While OHIP does not cover naturopathic services, many private insurance policies offer partial or complete coverage. Please check your policy to see whether you are covered for naturopathic medicine. Official receipts will be issued at the end of each visit so that you may be reimbursed directly by your insurance company.

The Somerset Health & Wellness Centre also carries a limited selection of professional quality products that are not available through health food stores. OHIP does not cover the cost of these products, thus, patients are required to pay for products that they choose to purchase from their naturopathic doctor. Every effort has been made to ensure that all products are of the highest quality and of reasonable cost. By purchasing remedies from the dispensary, your naturopathic doctor can ensure that you are taking the correct dosage and type of supplement and it can be labeled with your personal dosing information. You are, of course, welcome to purchase your supplements elsewhere. To refill a prescription, please call or email the office with your order and arrange to pick it up during reception office hours. You do not need an appointment to pick up your products. If you prefer to have your products shipped to you please let us know (shipping charges apply). If you are unsure if you should continue taking a remedy your naturopathic doctor has prescribed please contact the office. Please inform your naturopathic doctor if you start any new medications or remedies.

If you are unable to make a scheduled appointment, please let us know as soon as possible so that we can provide care to another patient. Please provide at least 2 business days notice or full visit fees will apply.

Directions and parking:

Our clinic is easily accessible off of highway 417. Exit at Metcalfe and follow the road as it curves around the Museum of Nature. Turn left on Elgin. We suggest you park on Maclaren Street, where there is 2 hour metered parking. The entrance to our clinic is on Somerset St., just at the corner of Elgin above the White Cross Pharmacy.

Looking forward to serving you in health,

Drs. Jennifer Luck and Kandis Lock, N.D.