Pinewood Natural Health Centre

Inspiring your journey to change.

Welcome!

Congratulations on your decision to take the first steps to invest in your health and wellbeing.

You may have heard about Pinewood Natural Health Centre from a family member, friend or colleague; the majority of individuals and families are referred to us by our amazing patients! In fact, patients who have been with Pinewood for many years have become part of our extended family. Like you, they value their health and vitality and are reaching out to help us build healthier families and communities. We invite you to join our mission, *"To educate, support and inspire our patients on their journey to superior health and vitality so they can live their best life. "*

Or, perhaps you found us online. If so, you have likely explored our website to learn about our services, you have read about our dedicated health care team, and you really have the commitment to improve your health. That's why you're perfect for Pinewood. We love working with patients like you who want to improve your health, because an active vital life is important to you!

What to Expect?

Your first appointment is typically much longer than you may have experienced with a conventional Medical Doctor. Your Naturopathic Doctor will spend the majority of the first visit listening to you as together you review your health concerns, health history, lifestyle habits, stress level, work and social life. You will also discuss any previous treatments, therapies, medications and supplements and how they worked for you. Your Naturopathic Doctor will then conduct a physical exam. Based on your individual situation you may be given initial treatment recommendations to follow until your next visit.

Your second visit provides an opportunity to review your health goals and how we can support you to achieve them based on your history. Your Naturopathic Doctor may recommend diagnostic testing, that is unique to the field of naturopathic medicine, to uncover trends and patterns that point to why you are experiencing a particular symptom and to provide direction on the best preventative care for you.

These first two important visits help define the starting point on your journey to great health. Follow-up visits are scheduled based on your individual needs to allow for treatment modifications as your health continues to improve. It is important to realize that it takes time to feel better using naturopathic medicine, isn't it? You may notice changes early on or it may take a while depending on the complexity of your health. We ask you to be patient! As a team, with consistent effort from you and recommendations from your Naturopathic Doctor, you will continually move closer to enjoying the good health and vitality you deserve.

Now, let's get started!

To begin we need to know about you and your health history. Please take some time to thoroughly complete the following Naturopathic Intake Form. Bring your completed forms with you to your first appointment. For security reasons, please do not email your completed form to us; we want to protect your privacy. It is also helpful to bring any recent (in last 6 months) blood or diagnostic results and the actual bottles of any medications or supplements you are currently taking. We know you're eager to get started on your journey to great health, so you might like to visit our website and read some of the many informative posts in our Pinewood Blog.

We look forward to meeting you!

Your team of Naturopathic Doctors

Pinewood Natural Health Centre

220 Duncan Mill Road, Unit 110, Toronto ON M3B 3J5 **416.656.8100**
1295 Wharf Street, Unit 11, Pickering ON L1W 1A2 **905.427.0057**

Naturopathic Intake Form

Date _____

Name _____ _____ Age ____ Date of Birth _____
First Last dd / mm / yyyy

Address _____ City _____ Postal Code _____

Phone: (Home) _____ (Work) _____ (Cell) _____

Email _____

Occupation _____ Employer _____

Emergency Contact _____ Daytime Phone _____

Gender ❑ Male ❑Female Marital Status (circle one) S M D W Sep Number of Children _____

Found out about clinic by: ❑ family ❑ friend/coworker ❑ internet ❑ practitioner ❑ other

PLEASE LIST YOUR MAJOR COMPLAINTS IN ORDER OF IMPORTANCE

Complaint	Since	Possible Cause(s)

What medications are you currently taking?

Medication	Dosage	Since	Adverse Effects

Please list all of your known allergies. (food, environmental or drug)

_____
_____
_____
_____

What supplements/vitamins are you currently taking?

Medication	Dosage	Since	Adverse Effects

What other treatments are you currently following?

❑ Chiropractic ❑ Osteopathy ❑ Massage Therapy ❑ Physiotherapy ❑ Acupuncture ❑ Nutrition

❑ Other: _____

Which of the following conditions have you had?

❑ Abscesses	❑ Diabetes	❑ Herpes Genitalia	❑ Parasites	❑ Skin Disease	❑ Venereal Disease
❑ Alcoholism	❑ Emphysema	❑ Influenza	❑ Pelvic Inflammatory Disease		❑ Warts
❑ Allergies	❑ Epilepsy	❑ Kidney Disease	❑ Peritonitis	❑ Strep Throat	❑ Whooping Cough
❑ Amnesia	❑ Gall Stones	❑ Leukemia	❑ Pleurisy	❑ Sinusitis	❑ Worms
❑ Arthritis	❑ Goiter	❑ Lyme Disease	❑ Pneumonia	❑ Sunstroke	❑ Yellow Fever
❑ Asthma	❑ Gonorrhea	❑ Malaria	❑ Prostatitis	❑ Stroke	
❑ Cancer	❑ Gout	❑ Measles	❑ Rheumatic Fever	❑ Syphilis	
❑ Chicken Pox	❑ Hay Fever	❑ Miscarriage	❑ Rubella	❑ Tonsillitis	
❑ Cold Sores	❑ Heart Disease	❑ Mononucleosis	❑ Scarlet Fever	❑ Tuberculosis	
❑ Depression	❑ Hepatitis	❑ Mumps	❑ Sexual Abuse	❑ Typhoid	

❑ Other, please list: _____

_____

For the above conditions, is there any where you have never been totally well again or any that have been severer than usual? Which ones? _____

_____

_____

Do you have any of the following? (Circle)

Amalgam (silver) fillings	❑ Yes	❑ No	Dental implants?	❑ Yes	❑ No
Root canal	❑ Yes	❑ No	Orthodontics?	❑ Yes	❑ No
Periodontal disease	❑ Yes	❑ No			

What, if any, operations have you had?

Operation	When	Complications?

What major injuries have you had?

Injury	When	Long Term Effects?

What vaccinations have you had? _____

Any adverse effects from them? _____

Have you lost any weight lately? ❑ Yes ❑ No If yes, how many pounds? _____

How much of the following substances are you using?

Tobacco: _____ Alcohol: _____ Coffee: _____
Soda Pop: _____ Recreational Drugs: _____

Which of the following ailments listed, or any others, have affected your family?
(Check as many as apply)

❑ Alcoholism ❑Allergies ❑ Arthritis ❑ Asthma ❑ Cancer ❑ Depression
❑ Diabetes ❑ Epilepsy ❑ Gonorrhea ❑ Gout ❑ Hay Fever ❑ Heart Disease
❑ Skin Dz. ❑ Paralysis ❑ Pneumonia ❑ Syphilis ❑ Tuberculosis ❑ Mental Illness

❑ Other: _____

How often do you participate in physical activities/exercises?

❑ Daily ❑ 2-3 times / week ❑ once a week ❑ less than once a week

What type of activities? _____

On average, how many hours of sleep do you get per night? _____

Do you have interrupted sleep? ❑ Yes ❑ No

Do you wake rested? ❑ Yes ❑ No

Any dietary restrictions? (Religious or otherwise) _____
_____

How many glasses of water do you drink per day? _____

Digestion and Elimination

Do you have any problems with gas, bloating or fullness after eating? ❑ Yes ❑ No

Any heartburn? ❑ Yes ❑ No How often? _____

How often do you have gas, fullness or bloating after eating? ❑ often ❑ sometimes ❑ never

How severe is it? ❑ mild ❑ moderate ❑ severe

Do you have abdominal gas?

❑ No gas ❑ Yes gas in: ❑ upper abdomen ❑ lower abdomen ❑ both upper & lower

How long have you had this problem? _____

How often do you have bowel movements? _____

Do you ever have any of the following in your stools? ❑ blood ❑ mucus ❑ undigested food ❑ black stools

Do you have rectal itching? ❑ Yes ❑ No

Do your stools tend to be formed or loose? ❑ formed ❑loose

How often do you have diarrhea? ❑ often ❑ sometimes ❑ never

Do you ever have alternating constipation and diarrhea? ❑ Yes ❑ No

How often do you have thin, long and narrow stools? ❑ often ❑ sometimes ❑ never

Do you ever have small and hard stools? ❑ often ❑ sometimes ❑ never

Do your stools have a strong disagreeable odor? ❑ often ❑ sometimes ❑ never

Have you ever fasted? ❑ Yes ❑ No

If yes, juice or water? ❑ juice ❑ water How long did you fast? _____

How did you feel while you were fasting? _____

Have you traveled outside of Canada in the last 5 years? ❑ Yes ❑ No

Camping in the past 5 years? ❑ Yes ❑ No

<u>Kidneys and Bladder:</u>

Have you had recurrent bladder infections? ❑ Yes ❑ No

How were they treated? _____

How many bladder infections have you had in the last 3 years? _____

Do you have any burning sensation during or after urination? ❑ Yes ❑ No If yes, ❑ in the past ❑ present

Is your urine (circle one): ❑ dark yellow ❑ bright yellow ❑ cloudy ❑ pale or clear

Does your urine have a strong odor to it? ❑ Yes ❑ No

Do you have difficulty starting or stopping when urinating? ❑ Yes ❑ No

Do you have difficulty perspiring? ❑ Yes ❑ No

Do you perspire when you exercise? ☐ Slightly ☐ Moderately ☐ Heavily

Do you perspire at other times, other than when exercising? ❑ Yes ❑ No

If yes, when: _____

Does your perspiration have a strong smell? ❑ Yes ❑ No

Compared to others, how does your temperature tend to run? ❑ low ❑ high ❑ average

Occupational/Household:

How long have you lived at your present address? _____
Where have you lived previously? _____
Please describe location, if old or new building, i.e., new construction, older construction, damp or moldy, etc.
_____
Do you have specialized air filtration at home? ❑ Yes ❑ No
Do you live in a city? ❑ Yes ❑ No
Do you work in an office building? ❑ Yes ❑ No Do the windows open? ❑ Yes ❑ No
Do you work in the presence of toxic fumes or chemicals? ❑ Yes ❑ No
Do any of your hobbies involve toxic materials? ❑ Yes ❑ No
Are you exposed to second hand smoke currently? ❑ Yes ❑ No
What do you use for drinking water? ❑ Bottled ❑ Filtered ❑ Tap Water

WOMEN ONLY

Age of first menses: _____
Last Menstrual Period (dd/mm/yyyy) _____ Number of Pregnancies: _____

Last Breast Exam (dd/mm/yyyy) _____ Was the test result normal? ❑ Yes ❑ No
Last Bone Density Test (dd/mm/yyyy) _____ Was the test result normal? ❑ Yes ❑ No
Last Pap Test (dd/mm/yyyy) _____ Was the test result normal? ❑ Yes ❑ No

MEN ONLY

Do you have difficulty with maintaining or achieving an erection? ❑ Yes ❑ No
Last prostate exam (dd/mm/yyyy) _____ Was the test result normal? ❑ Yes ❑ No
Last PSA Blood Test (dd/mm/yyyy) _____ Was the test result normal? ❑ Yes ❑ No

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Do you have anything else you would like to comment on? _____
_____
_____

Do you have any limitations on time or finances? ❑ Yes ❑ No

Do you have a private health care plan? ❑ Yes ❑ No Limit? $ _____

Have you ever seen a Naturopathic Doctor before? ❑ Yes ❑ No
If yes, for what ailment(s)? _____

Are any other members of your family patients of our clinic? ❑ Yes ❑ No

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STATEMENT OF ACKNOWLEDGEMENT AND CONSENT TO EXAMINATION AND TREATMENT

N.B. This form must be signed before any treatment will be rendered.

Patient Name: _____ _____ Date of Birth: _____
First Name Last Name dd / mm / yyyy

Address: _____ City/Town: _____

Province: _____ Postal Code: _____ Phone: _____

Naturopathic medicine uses non-invasive methods of assessing the bodily functions and the use of natural therapeutics for correction. The methods used at this clinic include the use of FUNCTIONAL BIOMETRY, such as German electro-acupuncture feedback techniques and aid in assessment with structural, nutritional, electromagnetic and lifestyle techniques as therapeutic methods.

The current health care system in Ontario is under scrutiny. In order to clarify my position as your health care practitioner, and our mutual responsibilities in your health care, I ask for your cooperation in signing this statement of acknowledgement, in so doing:

1. That you understand that I am a Naturopathic Doctor, and not a conventional medical doctor; that I use non-invasive, natural methods of assessment and treatment of body dysfunctions. That any treatment you receive is not mutually exclusive from any treatment or advice you may now be receiving or may receive in the future from another licensed health care provider.

2. That you understand that methods that I may use have a proven clinical foundation, yet may not be accepted by standard (allopathic) medicine.

3. That you understand that I am required by my licensing board to perform a physical examination on each new patient. This will be adhered to unless a full report is sent by the referring practitioner and that report is deemed acceptable.

4. That you understand that treatment and/or referral to other health practitioners is based on the assessment of your health, revealed through personal history, physical examination, laboratory testing and other appropriate methods of evaluation, including electromagnetic evaluation. Note that you may be requested to see other Naturopathic Doctors at Pinewood to provide diagnostic and treatment strategies as deemed necessary or appropriate by your primary Naturopathic Doctor. You are at liberty to seek or continue medical care from a physician or surgeon or other health care provider qualified to practice in Ontario.

5. That you understand I reserve the right to determine which cases fall outside my scope of practice, in which event the appropriate referral will be recommended.

6. That you are not an agent of any private or government agency attempting to gather information without so stating your intentions.

7. That while changes in dietary habits are not an absolute prerequisite for treatment, that you understand that failure to follow sound nutritional, exercise, and lifestyle programs could undermine the expected results.

8. That you are accepting or rejecting this care of your own free will.

9. That the supplements/products sold to you through our dispensary are for your personal use only and are to be taken according to the instructions outlined on the Prescription/Recommendation Form I provide to you at your consultations.

   The supplements/products are available through our dispensary as a convenience to you. You may choose to purchase the supplements/products elsewhere being diligent to purchase the correct formula/dose that I have prescribed/recommended.

10. That you understand that the ultimate responsibility for your health care is your own, and that I am here to support you in this. I reserve the right to discontinue my services where it is apparent that your expectations and what I can provide are not in agreement.

11. That you understand, if you are a patient of Dr. Michael Rahman, ND, there is a $25.00 fee for non-urgent email and phone inquiries and a $45.00 fee for prescription repeat requests from your pharmacy when you are overdue for a follow-up consultation.

12. That you understand that all fees for services and supplements/products are payable at the time of the appointment/purchase by the patient or the guardian. If you arrange to have Pinewood mail your supplements/products to you (in Canada only) you will be billed for the postage/shipping fees and acknowledge you are financially responsible for this cost. **That there is a fee for completing insurance forms, letter writing and telephone consultations. Notice of 24 hours is required for appointment cancellations, otherwise you will be charged an missed appointment fee of $35.00 - $50.00 depending on the length of your appointment.** Any special financial arrangements may be made clear in advance and documented in your chart.

I, _____ have read and understood and acknowledge the above statements.
(print first and last name)

_____ Date: _____
Signature of patient or guardian.

☐ This consent was discussed and any questions or concerns have been addressed.

_____
Primary ND's Signature or Intake ND's Signature

Rev. Oct 1, 2018

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Patient Rights

As a naturopathic patient of Pinewood you have the right to:

Know what your Naturopathic Doctor is recommending, including:

- the nature and purpose of the treatment;
- the intended outcome and possible side effects;
- the risks and anticipated benefits; and
- reasonable alternatives.

At any time, ask a question.

Refuse or stop treatment at any time.

Consent, or withdraw your consent, to all assessments including physical examinations or laboratory tests.

Ensure that your personal health information remains confidential and that your privacy is respected.

Obtain a second opinion from another health professional.

Be listened to.

Express concerns about care/service and be informed of the process for doing so.

Know the names and roles of the members of your health care team.

To voice concerns with the College of Naturopaths of Ontario, the regulatory body for naturopaths in our province.

Be free of mental, physical, sexual and financial abuse.

Professional care free from bias.

A clear explanation of the services you will receive and who will provide them.

Access a copy of your personal health record.

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Privacy Information Consent Form

For Collection, Use and Disclosure of Personal Information

Privacy of your personal information is an essential part of our office providing you with quality care. We understand the importance of protecting your personal information. We are committed to collecting, using and disclosing your personal information responsibly. We also try to be as open and transparent as possible about the way we handle your personal information. It is important to us to provide this service to our patients.

In this office, the Privacy Information Officer is:

Michael Rahman N.D.

All staff members who come in contact with your personal information are aware of the sensitive nature of the information that you have disclosed to us. They are all trained in the appropriate uses and protection of your information.

In this consent form, we have outlined what our office is doing to ensure that:

- only necessary information is collected about you;
- we only share your information with your consent;
- storage, retention and destruction of your personal information complies with existing legislation, and privacy protocols;
- our privacy protocols comply with privacy legislation, standards of our regulatory body and the law.

Do not hesitate to discuss our policies with me or any member of our office staff.

Please be assured that every staff person in our office is committed to ensuring that you receive the best quality care.

How Our Office Collects, Uses and Discloses patients' Personal Information

Our office understands the importance of protecting your personal information. To help you understand how we are doing that, we have outlined below how our office is using and disclosing your information.

This office will collect, use and disclose information about you for the following purposes:

- To deliver safe and efficient patient care
- To identify and to ensure continuous high quality service
- To assess your health needs
- To provide health care
- To advise you of treatment options
- To enable us to contact you
- To establish and maintain communication with you
- To offer and provide treatment, care and services
- To communicate with other treating health-care providers, including specialists and referring doctors
- To allow us to maintain communication and contact with you to distribute healthcare information and to book and confirm appointments
- To allow us to efficiently follow-up for treatment, care and billing
- For teaching and demonstrating purposes on an anonymous basis
- To complete and submit claims for third party adjudication and payment

- To comply with legal and regulatory requirements, including the delivery of patients' charts and records to governing bodies in a timely fashion, when required, according to the provisions of the Regulated Health Professions Act
- To comply with agreements/undertakings entered into voluntarily by the member with governing bodies, including the delivery and/or review of patients' charts and records in a timely fashion for regulatory and monitoring purposes
- To permit potential purchasers, practice brokers or advisors to evaluate the practice.
- To allow potential purchasers, practice brokers or advisors to conduct an audit in preparation for a practice sale
- To deliver your charts and records to the office's insurance carrier to enable the insurance company to assess liability and quantify damages, if any
- To prepare materials for the Health Professions Appeal and Review Board (HPARB).
- To invoice for goods and services
- To process credit card payments
- To collect unpaid accounts
- To assist this office to comply with all regulatory requirement
- To comply generally with the law

By signing the consent section of this Patient Consent Form, you have agreed that you have given your informed consent to the collection, use and/or disclosure of your personal information for the purposes that are listed. If a new purpose arises for the use and/or disclosure of your personal information, we will seek your approval in advance.

Your information may be accessed by regulatory authorities under the terms of the Regulated Health Professions Act (RHPA) and for the defense of a legal issue.

Our office will not under any conditions supply your insurer with your confidential medical history. In the event this kind of a request is made, we will forward the information directly to you for review, and for your specific consent. When unusual requests are received, we will contact you for permission to release such information. We may also advise you if such a release is inappropriate.

You may withdraw your consent for use or disclosure of your personal information, and we will explain the ramifications of that decision, and the process.

Patient Consent

I have reviewed the above information that explains how your office will use my personal information, and the steps your office is taking to protect my information.

I know that your office has a Privacy Code, and I can ask to see the code at any time.

I agree that Pinewood Natural Health Centre can collect, use and disclose personal information about

_____ as set out above in the information about the office's privacy policies.
(Patient's name – please print)

_____ Date: _____
Signature of patient or guardian.

☐ This consent was discussed and any questions or concerns have been addressed.

_____
Primary ND's Signature or Intake ND's Signature

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Privacy Information Sheet

How to Access the Privacy Process in Our Office

Privacy of your personal information is an essential part of our office providing you with quality care. We understand the importance of protecting your personal information. We are committed to collecting, using and disclosing your personal information responsibly. We also try to be as open and transparent as possible about the way we handle your information.

Our privacy information officer can be reached at:

Pinewood Natural Health Centre
220 Duncan Mill Road, Unit 110
Toronto, ON
M3B 3J5
416 656-8100 (tel)
416 656-8107 (fax)
email: toronto@pinewoodhealth.ca

Our privacy information officer will attempt to answer any questions or concerns that may arise. If you have a concern and/or wish to make a complaint to us about our privacy practices, including asking questions about the contents of your charts or records, you must make your request in writing. Please send it to our office's Privacy Information Officer by surface mail, fax, or email.

Our Privacy Information Officer will promptly acknowledge receipt of your complaint in writing, and will ensure that it is investigated thoroughly. You will be provided with a formal decision in writing, and the reason for the decision. If you are dissatisfied with the decision, you may seek further information from the Privacy Commissioner of Canada. We have included all the necessary contact information listed below.

Postal Address:
Privacy Commissioner of Canada
112 Kent Street
Ottawa, ON K1A 1H3

General Inquiries:
Phone: 613-995-8210
Toll Free: 1-800-282-1376
Fax: 613-947-6850

Our privacy policies and procedures comply with federal legislation called the Personal Information Protection and Electronic Documents Act (PIPEDA). This very complex law does provide some exceptions to the privacy principles that are too detailed to outline here. Our privacy code sets out this office's commitment to protecting your private health and personal information. It is available on request by asking any of our office staff.

Please be assured that every staff person in our office is committed to ensuring that you receive the best quality care.

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INFORMED CONSENT TO NATUROPATHIC DIAGNOSTIC PROCEDURES

Patient Name: _____ _____ Date of Birth: _____
First Name Last Name dd / mm / yyyy

Address: _____ City/Town: _____

Province: _____ Postal Code: _____ Phone: _____

Name of Primary ND or Intake ND: _____

Recommended Diagnostic Procedure(s)

During initial and subsequent visits:

- Physical examination, including vitals testing
- Electrodermal testing
- Urinary analysis

I, the undersigned, do hereby acknowledge that I have been informed of and understand the recommended diagnostic procedure(s) and have discussed to my satisfaction this and any requests for related information with the naturopathic doctor named above and/or with his/her office or clinical assistant(s). I further acknowledge and confirm that I have been informed of, and understand the diagnostic procedure(s) with respect to the financial costs, expected benefits, potential risks and side effects; the likely consequences of not having the procedure(s), and what alternative course(s) of action are available to me. I understand the electrodermal screening is performed using a device from Germany, is an unlicensed device in Canada and used for investigative research; the requisite Health Canada approvals are not in place.

As a result, I do hereby voluntarily confirm my informed consent for the recommended diagnostic procedure(s) as specified above. I also understand that I may change the status of my voluntary informed consent at any time.

_____ _____
Patient or Lawful Representative Signature Date Signed (dd / mm / yyyy)

Address: _____ City/Town: _____

Province: _____ Postal Code: _____ Phone: _____

_____ _____ _____
Witness Signature* *Witness signature is advised but not necessary Witness Relation to Patient

❑ This consent was discussed and any questions or concerns have been addressed.

_____
Signature of Naturopathic Doctor / Clinical Assistant performing the diagnostic procedure(s)

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INFORMED CONSENT TO NATUROPATHIC THERAPEUTIC PROCEDURES

Patient Name: _____ _____ Date of Birth: _____
First Name Last Name dd / mm / yyyy

Address: _____ City/Town: _____

Province: _____ Postal Code: _____ Phone: _____

Name of Primary ND or Intake ND: _____

Recommended Therapeutic Procedure(s) / Plan:
(including those by referral to another Pinewood practitioner)

During initial visit and subsequent visits:
- Nutritional/Botanical/Homeopathic supplementation
- Diet and Lifestyle modification
- Medical education

During subsequent visits:
- Presso therapy
- Ionized Oxygen therapy
- Acupuncture

I, the undersigned, do hereby acknowledge that I have been informed of and understand the recommended therapeutic procedure(s)/plan and have discussed to my satisfaction this and any requests for related information with the naturopathic doctor named above and/or with his/her office or clinical assistant(s). I further acknowledge and confirm that I have been informed of, and understand the therapeutic procedure(s)/plan with respect to the financial costs, expected benefits, potential risks and side effects; the likely consequences of not having the procedure(s), and what alternative course(s) of action are available to me.

As a result, I do hereby voluntarily consent/my informed consent for the recommended therapeutic procedure(s)/plan as specified above. I also understand that I may change the status of my voluntary informed consent at any time.

_____ _____
Patient or Lawful Representative Signature Date Signed (dd / mm / yyyy)

Address: _____ City/Town: _____

Province: _____ Postal Code: _____ Phone: _____

_____ _____ _____
Witness Signature* *Witness signature is advised but not necessary Witness Relation to Patient

☐ This consent was discussed and any questions or concerns have been addressed.

_____
Signature of Naturopathic Doctor / Clinical Assistant performing the diagnostic procedure(s)