

Updated: 8.21.24

EDEN FUNCTIONAL MEDICINE  
CLINIC POLICIES, INFORMED CONSENT FOR TREATMENT, PRIVACY PRACTICE, AND  
INDEMNIFICATION CLAUSE

Disclaimers:

- Provider visits will be done by Kayla Salcido, a Nurse Practitioner. Health coaching visits may be done by either Kayla or medically trained support staff.
- For all visits, excluding health coaching visits, I agree to be within the state of Idaho. Kayla is licensed to practice only in Idaho.
- I acknowledge that EDEN FUNCTIONAL MEDICINE and KAYLA SALCIDO may be listed as my primary care provider if I elect to be a Direct Primary Care patient. If I opt not to participate in the Direct Primary Care model offered at EDEN FUNCTIONAL MEDICINE, I agree that I will continue with routine care through my primary care provider and notify them of treatments prescribed at EDEN FUNCTIONAL MEDICINE, and any medication adjustments recommended/implemented.
- Patients should consult with their primary care provider before initiating care at EDEN FUNCTIONAL MEDICINE or beginning any new diet or exercise regimen or medical program, unless electing to be a Direct Primary Care patient.

Medical Billing:

- EDEN FUNCTIONAL MEDICINE does not accept health insurance, or state medical insurance (Medicaid/Medicare/Tricare). Health insurance typically does not cover services provided for functional medicine, or services offered at EDEN FUNCTIONAL MEDICINE, including labs and medications. Therapies offered are integrative and may differ from the conventional model.
  - Medicare patients will need to sign an Advance Beneficiary Notice of Noncoverage (ABN), Form CMS-R-131
- If you choose to seek insurance reimbursement, your superbill and client notes will be available to you in the client portal for you to download and submit to your insurance company, FSA, or HSA. However, EDEN FUNCTIONAL MEDICINE is not responsible for non-reimbursement or submission of these claims.
- If you choose to have lab orders sent to local lab, and billed via your insurance carrier, EDEN FUNCTIONAL MEDICINE cannot provide an estimate for these labs. You will be billed directly from the lab company.
- The initial consultation fee is non-refundable but may be applied to your new patient visit.
- Initial consultation, new patient visits, and lab draws are paid for at the time of booking.
- Fees are based on the program offered. Further information on pricing is found on the website [edenfunctionalmedicine.com](http://edenfunctionalmedicine.com). Pricing may change based on individual and packaged programs, so pricing is not listed here.
- There is a 3% processing fee for all electronic payments. This fee is non-refundable. It may read "tax", on your invoice, but is a true processing fee and not tax.
- For other scheduled membership and program transactions and scheduled appointments:

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- Patients will contract for a three-month commitment at minimum and are subject to the fees associated with this. This is necessary to ensure appropriate follow up when initiating care.
- It is highly recommended that payment be made in quarterly increments, however, some programs offer monthly autopay billing options. This is set on an individual bases when scheduling, but you will still be subject to the quarterly contract as stated above.
- Your card must be saved on file for billing purposes. If funds are not adequate, you may be subject to collections.
- Payment is due within 24 hours of your appointment. Your card will automatically be billed 24 hours prior to your first follow up visit which takes place after the New Patient Exam, then on a reoccurring basis.
- You may lose your appointment if payment is not received within 24 hours of your scheduled time. This will count as a "no-show" appointment.
- Sapphire and Diamond weight loss packages include the cost of compounded medication as a subscription service. These programs are billed monthly or quarterly regardless of medication dose or appointment date.
- You may add Direct Primary Care/Functional Medicine (DPC/FM) to your weight loss package for an additional monthly fee.
- The cost of compounded BHRT is not included in the DPC/FM subscription. The patient will be either billed directly, or invoiced for the cost of the prescriptions if necessary.

#### Visit Policies:

- The standard meeting time for the initial visit is 60-90 minutes and follow up visits are 30-45 minutes. An additional fee of \$35 may be applied for each additional 10 minutes.
- Labs are required before beginning a medication regimen.
- Health coaching visits are 30 minutes. No change of care-plan or prescriptions will be offered at health coaching visits.
- Additional visits > the package allotment may be scheduled as needed. Additional fees may be incurred for these visits.
- Direct provider access is granted via several messaging modalities. The patient portal is the most secure way to chat and is the preferred contact method. Excessive or inappropriate use of this service may incur an additional fee of \$35.
- Office hours are Monday-Friday 8:00AM- 5:00PM.
- Calls and messages will be answered within 24-48 hours (excluding nights, weekends, major holidays, and scheduled vacations). If you have an emergency or urgent need outside of office hours, please seek care in the urgent care center or emergency room based on your needs.

#### Cancelations:

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- Cancellations and re-scheduled visits will be subject to a full charge if NOT RECEIVED AT LEAST 48 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for an appointment, you may lose some of the allotted time for that appointment.
- For late cancelation and last minute rescheduled visits (<48 hours in advance), you will be charged an additional \$50 regardless of the subscription based monthly payment plan.
- Late cancellations are considered “no-show” appointments. If > two occurrences, you may be discharged from the practice. Prompt payment for your contract will be withdrawn.
- Subscriptions and services are paid in advance and will not be refunded unless the medical director deems this appropriate.
  - The patient will be responsible for any “fee” associated with processing refunds electronically.
  - Refunds may be prorated or subject to a minimum charge of \$50 in addition to processing fees.

Communication/Protected Health Information:

- If you need to contact EDEN FUNCTIONAL MEDICINE between sessions, please use the client portal to communicate personal health information. We are often not immediately available; however, we will attempt to return your call or message within 48 hours during business hours.
- If a true emergency situation arises, please call 911 or go to your local emergency room.

Telemedicine:

- As the patient, I must be located within IDAHO at the time of the visit.
- As a telemedicine practice, we cannot ensure the confidentiality of any form of communication through electronic media, including, but not limited to, text messages, telephone communication, the Internet, facsimile machines, and e-mail. Telemedicine is broadly defined as the use of information technology to deliver medical services and information between two parties that are at different locations. The above electronic means of communication are considered telemedicine. Utilizing telemedicine services through EDEN FUNCTIONAL MEDICINE is voluntary in nature and you need to understand:
  - Video conferencing technology and/or phone consultations will not be the same as a direct patient/health care provider visit due to the fact that I will not be in the same room as my health care provider.
  - I understand that a telehealth consultation has potential benefits including easier access to care, decreasing costs, and allowing visits to be performed from the comfort of my home.
  - I understand there are potential risks to this technology, including interruptions, unauthorized access, and technical difficulties. I understand that my health care

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- provider or I can discontinue the telehealth consult/visit if it is felt that the videoconferencing connections are not adequate for the situation.
- I understand that my healthcare information may be shared with other individuals for scheduling and billing purposes.
  - I understand that if there is another individual present during the telehealth consultation that I will be informed of their presence and I will also disclose if there is another individual with myself. It is agreed that these individuals will maintain confidentiality of the information obtained. I further understand that I will be informed of their presence in the consultation and thus will have the right to request the following: (1) omit specific details of my medical history/physical examination that are personally sensitive to me; (2) ask non-medical personnel to leave the telemedicine examination room: and or (3) terminate the consultation at any time.
  - I understand that the alternative to a telemedicine consultation is to forgo evaluation and treatment with EDEN FUNCTIONAL MEDICINE and to seek out an in-person evaluation elsewhere. Thus, I am freely choosing to participate in a telemedicine consultation/treatment.
  - I understand that telemedicine has limitations in regard to the physical examination. I understand that the physical exam portion of the care provided through EDEN FUNCTIONAL MEDICINE will be limited to inspection via video conferencing and some parts of the exam such as physical tests, examination of certain body parts, and vital signs may be conducted by individuals at my location at the direction of the consulting health care provider or not done at all.
  - Telemedicine services offered through EDEN FUNCTIONAL MEDICINE are not an Emergency Service and in the event of an emergency or urgent medical issue, or need for a physical exam, I will use a phone to call 911, go to the emergency department, or go to an urgent care.
  - To maintain my privacy, I will not share telemedicine login information or video conferencing links with anyone unauthorized to attend the appointment.

SUPPLIES: Because follow up visits are virtual, it is essential that you obtain basic medical supplies to help track your progress and obtain vital information for your health prior to your telehealth visit. You may purchase supplies anywhere you wish, or you can visit the Eden Functional Medicine [product shop](#) on our website to purchase.

Here is a condensed list of recommended supplies with affiliate links:

- Automatic Blood Pressure Cuff (<https://amzn.to/3OrM80H>)
- Pulse Oximeter (<https://amzn.to/4bixhzm>)
- Tape Measure (for weight loss clients) (<https://amzn.to/4bjJfsj>)
- A floor scale (BIA scale recommended for weight loss clients) (<https://amzn.to/480K4Du>)

Minors:

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- We require parental consent for all visits done through telemedicine. We require your parents to be present during a portion of the visit to ensure that they are consenting to treatment, excluding sexual health visits as the law allows.
- If you are a minor, your parents may be legally entitled to some information about your treatment. We will discuss with you and your parent's what information is appropriate for them to receive and which issues are more appropriately kept confidential.

#### Medications/Supplements:

- I understand that treatments used at EDEN FUNCTIONAL MEDICINE might not be considered a medical necessity. Treatments rendered may be considered "off label" and are for the purpose of improving your quality of life through hormone restoration, nutritional and supplemental counseling, gut health, weight loss treatment, and functional medicine.
- I acknowledge that treatment with testosterone, bioidentical hormone replacement therapy, B12, and thyroid optimization are considered "off label" use of the associated medications and have not been FDA approved for the use of health optimization, wellness, weight loss and/or for anti-aging purposes unless there is true medical necessity.
- Controlled substances typically require a face-to-face encounter at least once. If prescribed a controlled substance, I am responsible for coordinating a face-to-face visit with the provider. (\*exclusion to this extended through December 31, 2024).
  - If prescribed a controlled substance. I agree that I will take my medications as prescribed. I agree to follow my medical providers instructions. I also agree that I will not sell or share my prescriptions to other individuals.
- I agree that if I am having any side effects or become sick, that I will follow up with my primary care provider or go to an urgent care or emergency department.
- I understand that there are no refunds for products rendered. We cannot accept back used medications once they have been dispensed per state regulation. Please follow instructions per the pharmacy regarding errors, theft, or damaged packaging.
- I understand that having an appointment with EDEN FUNCTIONAL MEDICINE does not necessarily entitle me to being issued a prescription for hormone replacement, weight loss medication or additional medications. Every individual is different, and it is at the medical providers discretion to issue a prescription.
- I understand that I must maintain my follow up appointments to remain on treatment. It is important that lab work is monitored regularly for safety purposes. It is important that the medical provider manages my treatment, and it is at their discretion to provide follow up recommendations.

#### Termination:

- EDEN FUNCTIONAL MEDICINE can terminate treatment with you at any time. Treatment may be terminated for any reason, but common reasons are listed here: repeat late cancelations or "no-show" appointments, failure to obtain lab work in a timely fashion, non-compliance to treatment, disruptive or disrespectful behavior, non-payment, and abuse of provider access.

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- As a patient, you may terminate the treatment relationship at any time, and for any reason. However, you will be subject to the fees associated with your treatment plan as listed in this contract up to the full amount outlined.

Acknowledgement/Agreement:

- I acknowledge that I have been advised of the risks and benefits of treatment. I also acknowledge that I have been advised of possible complications and side effects. I understand the risks, benefits, complications, and side effects of treatment.
- I am voluntarily requesting treatment with EDEN FUNCTIONAL MEDICINE and KAYLA SALCIDO in regard to functional medicine, weight loss, supplements, gut health, and hormone therapy as determined by a mutual decision between myself and the medical provider even if my levels are considered to be in normal range for my age based off of other medical society recommendations and guidelines.
- I do not hold any medical practitioner of EDEN FUNCTIONAL MEDICINE responsible for performing age-related preventive care. However, all preventive screenings are recommended in conjunction with the standard of care. I agree that I will follow up with my primary care provider to obtain these screenings, or if I forego the recommended medical screenings, I hold EDEN FUNCTIONAL MEDICINE and KAYLA SALCIDO harmless if an adverse event occurs during my treatment. I will ensure that the results of such screenings are sent to EDEN FUNCTIONAL MEDICINE as this could change the treatment prescribed to me.

Indemnification Clause:

- I, agree to indemnify, defend, protect, and hold harmless the medical providers employed by KAYLA SALCIDO, and EDEN FUNCTIONAL MEDICINE; and their respective officers, directors, employees, stockholders, assigns, successors and affiliates (Indemnified Parties) from, against and in respect of all liabilities, losses, claims, damages, judgements, settlement payments, deficiencies, penalties, fines, interest and costs, expenses suffered, sustained, incurred or paid by the indemnified parties, in connection with, results from or arising out of, directly or indirectly, the medical providers employed by KAYLA SALCIDO, and EDEN FUNCTIONAL MEDICINE; rendering medical care, services, advice, and/or treatment, my failure to disclose all relevant information regarding my medical and physical condition, acts or omissions, the medical providers employed by KAYLA SALCIDO, and EDEN FUNCTIONAL MEDICINE; harm or injury resulting from medical care or pharmaceuticals and supplements provided directly or indirectly by the medical providers employed by KAYLA SALCIDO, and EDEN FUNCTIONAL MEDICINE. I am aware of the potential side effects and risks associated with FUNCTIONAL MEDICINE, HORMONAL TREATMENTS, LONGEVITY MEDICINE, and MEDICAL WEIGHT LOSS, and accept all the risks involved in taking the medication and/or supplements and will not seek indemnification or damages from the indemnified parties.

I have read, understand and agree to all of the above statements.

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