

PATIENT GUIDE

Welcome to Richmond Integrative and Functional Medicine!

Please read the following very carefully. It will serve as a guide to help us make your consultation and care here as efficient and productive as possible. It will also guide you through all the paperwork and preparation that has to be done prior to your initial intake evaluation. We value your time and the following will help to maximize you time here in our office.

Please review our website and the educational materials provided there. The two that you should begin with are [“What is a Functional Medicine Practitioner”](#) and [“Working with a Functional Medicine Practitioner.”](#) They will help prepare you for your experience here. As well please review the [Diseases Treated by FM, and Function Medicine Tab](#) that contains more detailed information about Functional Medicine.

It’s hard to define all that Functional Medicine and Integrative Medicine encompass. Below are a few of the services that are offered at RVA Integrative.

[Comprehensive Systems Biology and Functional Medicine intake exam.](#) This initial evaluation will last 90 minutes and include a Functional Matrix based evaluation. This includes an evaluation of environment influences on genetic expression, nutritional influences on genetic expression (nutrigenetics), nutritional influences on metabolic functions (nutrigenomics), metabolic derangements resulting in system failures (metabolomics), transgenerational influences on gene expression, psychological and mind body influences on systems biology functions and genetics, and if applicable a personalized genetic evaluation. Once this evaluation is complete, a personalized nutraceutical, dietary and if indicated an evidence based herbal regimen will be created for the patient. The above will be in accordance with principles outlined through the American Board of Integrative and Holistic Medicine, The American Board of Physician Specialties and The Institute for Functional Medicine.

[Advanced Testing.](#) Metabolic and Organic Acid Analysis, Genetic, Toxicological and Functional Medicine Testing and lab analysis; as appropriate. This testing interpretation requires advanced medical training and at times lab interpretation can involve specialty consultations with other subspecialists in the field. These costs including time and resources are included in the program.

Executive Physical Exam and Advanced Laboratory Testing based on Functional

Medicine Matrix. RIFM through its participating physician will provide an advanced biological systems based analysis. This will include but not be limited to application of the Functional Medicine Matrix, Functional Nutritional Biomarkers and as appropriate additional functional testing evaluations.

Panel Limits. Due to the intensive and time consuming nature of Functional and Integrative Medicine, RIFM agrees to limit the size of its panel for Integrative and Functional Medicine to no more than 300 patients per designated medical provider.

Extended Appointments. The initial intake appointment after joining RIFM will be 90 minutes. All follow up appointments will be scheduled for at least 30 minutes.

Biometric Screening. This is performed during the initial intake of every patient and include but is not limited to Body Impedance Analysis, Biomarker Analysis and interpretation, peripheral circulatory evaluations utilizing vascular reactivity analysis and functional nutritional evaluations.

We are offering access to the Functional Medicine and Integrative Medicine services at RVA Integrative through a membership program. Unfortunately, neither one is recognized as a coverable service through most insurers and Medicare. We have chosen a membership model as the best way to provide access to these services. A full description of our reasoning for our policy can be found at Explanation of Financial Policy for Patients. Your insurance will still provide for the standard labs, x-rays, CT scans, standard evaluation and management procedures (typical office visits), etc. . . . that will be provided in addition to your comprehensive evaluation and treatment plan. The fee structure for the available memberships are as follows:

INDIVIDUAL initial membership induction fee of \$690 then monthly maintenance fee of \$120 per month during the next 12 months of membership. Annual re-induction fees will apply.

HEALTH COACHING CONSULT: see tab for details

COUPLES AND FAMILIES: couples will get a 10% discount on the individual rate

when joining. Children up to age 18 can be added on at a 15% discount from the individual rate.

The membership may be cancelled by members at any time but a written notice is required. The membership will be cancelled on the following monthly cycle. So if you cancel your membership after your initial evaluation you will be charged for only one month of membership after the induction fee. This allows us to do an appropriate follow up for all initial evaluations. Otherwise the membership contract will renew on an annual basis unless terminated by either party.

After reviewing the above, if you have any additional questions feel free to email or call our office. It is imperative that all of your forms are filled out prior your first visit. As well you will need to register for your 1st visit thirty minutes prior to your scheduled appointment. When we schedule you first appointment, we will put your basic information into our system in preparation for receiving your forms and collect an initial deposit of \$345 which is credited toward the induction fee. We will need all your forms for review at least two weeks prior to your initial intake visit.

Please fill out all the paperwork and forms as described below, any skipped steps will ultimately take away time from your doctor's appointment and we want to make sure you get this most out of your time with us. Please fill out and review the following documents and then once completed call our office to schedule your intake. Once completed they will be automatically sent to us and we will begin the record review process. Please be sure to bring all your old medical records with you as well as old lab testing.

For All Patients - Please Read Carefully

Please watch this short video regarding our patient intake questionnaire: <https://vimeo.com/130885162>

Our practice uses a system called LivingMatrix to assess your health and identify the root cause of your symptoms. One of the many benefits of using this application is that it saves our practice time on the intake process – meaning more time for us to paint a comprehensive picture of our patients' health histories with them.

There are benefits for our patients, too. We are able to personalize your information in real time and provide you with a hard copy of your health assessment. You'll not only gain useful insight into your health during your visit, but you'll walk away from your appointment with an understandable, easy-to-read view of your current health, a list of health goals, and, if necessary, a functional medicine prescription.

All new patients will receive an email from our LivingMatrix application. This email will contain a personalized link to your initial paperwork; please click the link and choose a personal password (at least 8 characters in length). Click "Update Password" and begin entering all patient demographic information and click "Submit." You'll then be taken to the dashboard, which lists all of the forms you will need to complete before your appointment.

To begin entering information, please click the small blue icon to the right labeled "View Form." You should save your progress as you work through each section. (Please keep in mind that the forms may several hours to complete. If you do not remember the specific month and date of an occurrence you may enter "01/01/YEAR" as an estimate - the month and exact day are less important than the year.) Once you have completed all of the sections, please click "Submit." (NOTE: Once you click submit, you will not be able to go back and edit information, as submitting forms locks in your information for your practitioner to review.)

In order for us to get a comprehensive idea of your health history, you will need to complete all sections of the forms you receive AND be as specific as possible. Specific dates and occurrences will help us properly evaluate your medical situation and conditions.

We look forward to seeing you at your appointment and reviewing your information with you.

If you have any questions about the intake forms and the completion process, please call LivingMatrix at 1-866-846-7888. If you have questions about your appointment or have any medical questions, please contact us directly.

When you arrive for your visit you will need to fill out the usual and customary administrative paperwork for our practice. This will take around 30 minutes to complete. Please arrive at least 30 minutes prior to your appointment to allow time for this and to not distract from your medical appointment time. At your visit you will be brought back by one of our nurses, have your administrative paperwork reviewed and collect the remainder of your membership induction fee. Then you will have your vital signs taken as well as advanced biometric testing, vascular testing, body

impedance testing and a body composition analysis prior to seeing the doctor. This testing is not covered by insurance but is included as part of your membership benefits. You will then have an extended visit with our physician during which time they will review all the above information and evaluate you based on the Function Medicine Matrix ([IFM Teaching Matrix](#)) and a systems biology approach ([IFM Functional Medicine Tree](#)). You will have a panel of labs, procedures and testing done that will be billed under your insurance, these are standard procedures and covered by your insurance plan. Then depending on your personal evaluation you may have multiple advanced laboratory panels performed as well. These tests may take up to a month to return due to their specialized nature. Your total time in the clinic may be up to three hours depending on your health situation.

At the end of your first visit you will receive a detailed summary of your initial evaluation as well as an action plan to begin. Typically for more complex patients you will need close follow up and reevaluations based on your response to therapy and the results of testing. This could be on a monthly, bimonthly or trimonthly basis depending on your health condition. Once your initial testing has returned, you will receive an email with all the results and then a follow up phone call to review them. After this, your follow up will depend on your individualized care plan.

You may at any time choose to make Dr. Hartman your primary care doctor or you may continue with your PCP and only use your membership services to continue your access to Integrative and Functional Medicine services.