



Biologic Healthcare, LLC
Patient Guide

*When you pick out something by itself, you find it hitched
to everything else in the universe. ~John Muir*

MISSION STATEMENT

Biologic Healthcare, LLC (BH) offers primary and specialty healthcare for individuals and families, focusing on Lifestyle, Functional and Preventive Medicine. BH promotes healing of acute, chronic and degenerative conditions using an Integrative model of effective, least intrusive, evidence-based approaches. Patients are encouraged to make informed choices leading to optimal health.

WELCOME TO BIOLOGIC

We welcome you as a new patient at Biologic Healthcare and are pleased to work in partnership with you toward your well-being. BH looks forward to encouraging a healthy lifestyle that is balanced and informed in an environment that is supportive and optimistic. Our office staff is available to help with questions and to ensure time with BH is as productive and stress-free as possible.

Whether you are seeking general, individual or family services or have a specific health concern, BH is committed to providing sensible and realistic options. Our Focus on Lifestyle, Functional and Preventive Medicine takes into account how powerful simple changes can be – and how they begin a domino effect for improvement.

We do not simply treat symptoms, we ask the question “why” they have developed and the answer is often interconnected with other issues. Our practitioners do not give up on difficult problems and we have teamwork and support systems to take individual challenges and solutions into consideration. You are not just a file number at BH – we are going to understand how unique you are by your role in the community, workplace and home. You will also be familiar with whomever you are interacting when you call us and will get personalized care – even from the staff at the front desk.

This Patient Guide has been created to address questions before you visit BH or might have while under the care of our practitioners. We hope it is empowering, informative and thorough so that you will feel comfortable and confident about your decision to become part of the “Biologic Family.” We appreciate your feedback and suggestions as BH grows to provide more services and programs to the community. Please feel free to email your comments, typing “Patient Suggestion” in the subject, to: info@biologichealthcare.com. You can also speak with the staff at our front desk or leave a written message with them if you have an idea that can help us better serve patients.

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FAMILY AND PRIMARY CARE

We function as your primary care doctors, or in conjunction with your current healthcare team to create an individualized plan that will get you where you want to be.

Our physicians are board certified to treat patients from infants to the elderly. Patients can access the conventional services of family and primary care practices including routine physicals, acute and chronic care, immunizations, laboratory testing and referrals for diagnostic imaging and other specialized procedures.

Because BH uses an *Integrative* model of healthcare—which includes conventional medicine as well as evidence-based (well researched) complementary and alternative treatments, we can offer more options. No patient situation is ever too difficult for us to evaluate with a fresh perspective.

Healthcare services available at BH include:

- | | |
|--------------------------------------|-------------------------------------|
| Primary Care | Nutritional Counseling |
| Naturopathic Medicine | Stress Management |
| General Family Healthcare | Pain Management |
| Corporate Wellness | Weight Loss |
| FirstLine Therapy® Lifestyle Program | Diabetes Management |
| Women's Healthcare | Botanical Medicine |
| Men's Healthcare | Laboratory and Diagnostic Referrals |
| Integrative Oncology Support | |

BIOLOGIC HEALTHCARE HISTORY

Biologic Healthcare (BH), LLC, was founded in 2007. We built our practice on the premise that all patients, regardless of their age or their current state of health, should have access to the most up-to-date, evidence-based healthcare available in an Integrative Medicine setting. As our practice has grown, we have added a medical grade dispensary of nutritional supplements and botanical medicines.

Our network of consulting physicians ensures that patients experience continuity of care for whatever medical needs arise. We also offer access to full-service lab diagnostics.

LOCATION

Biologic Healthcare is located at:
205 Main Street, Brattleboro, VT. 05301

Our physician/practitioner suite is on the 3rd floor.

BH is within walking distance of public transportation and municipal parking. The building is handicapped accessible.

OFFICE HOURS

Monday - Friday: 9:00 am - 5:00 pm

We offer extended office hours between 8:30 am – 9:00 am and 5:00 pm – 5:30 pm, for our patient's convenience.

Saturday - By Appointment Only

The office closes daily for lunch between 1:00 pm - 2:00 pm.

Exceptions to the above are holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Weekend (Thurs & Friday)
- Christmas Day (Friday before a Saturday Dec 25th or Monday following a Sunday Dec 25th)

Depending on the calendar year, we may be closed additional days at the discretion of the providers and this will be announced to patients beforehand whenever possible. Every attempt will be made to contact patients when a provider becomes unavailable for an appointment.

PHONE CONTACT**During office hours**

Telephone 802-275-4732

Phones are answered live whenever possible from 9:00 am - 5:00 pm

When a patient call is not answered during lunch hours (1-2:00 pm), a voice messaging system is activated.

This system provides directions to the patient:

- Emergencies dial 911
- Our fax number 802-275-4738
- Leave a message with name, date of birth and the nature of the call

Messages occurring during business hours and before 4:00 pm, requesting clinical information, will be returned to the patient before end of the day. If the call is received after 4:00 pm, the call may be returned by 9:00 am the following business day.

After hours

Callers after the hours of 5:00 pm until 8:30 am and from Friday afternoon until Monday morning will hear directions provided by a recording.

If you need to cancel an appointment before office hours of that day, or leave another routine message, leave that message on our office voicemail.

On-call practitioner

There will always be a practitioner available to receive urgent calls after hours for established patients. A recorded message will prompt the caller to PRESS ONE to be automatically transferred to the on-call physician. Although such calls are often answered immediately, any message left will be returned within 60 minutes.

EMAIL CONTACT

Email: info@biologichealthcare.com for general questions about Biologic Healthcare's services, scheduling and programs. Emails to the general practice address above may not be secure and therefore Biologic Healthcare cannot take responsibility for a breach of patient confidentiality. You will be advised of your options and asked to sign an agreement if you choose to use email as your means of communication.

PATIENT PORTAL

Biologic Healthcare offers direct, secure access to your personal health information from anywhere with an internet connection. After receiving your secure temporary password from the office, you can logon to www.patientally.com to complete your registration. Through your portal, you have access to information about recent doctor visits, vital signs, including blood pressure and weight, medications, allergies and lab results. It is also through this portal that you can send personal health data, including specific questions for your provider, instead of using non-secured email.

CORRESPONDENCE POLICY

Biologic Healthcare offers limited email correspondence as a courtesy to patients. If you would like to communicate with your practitioner via email, be sure to exchange that information and ask about guidelines for use. BH requests that all physician communication go through our secure patient portal, PatientAlly. If you are unsure as to how to access your account, please call the front desk, provide email address you would like to have on file and we will send you an email with a link to your personal portal. Patient portal communication can be utilized for brief non-urgent questions or brief clarification of a previous treatment plan. Please allow approximately 2 days for a response. If you have a new health concern or a detailed health question, please call to schedule an appointment. If you have an urgent after hours medical concern please go to the nearest Urgent Care facility or Hospital Emergency Room.

WEBSITE

www.biologichealthcare.com

FACEBOOK

www.facebook.com/BiologicHealthcare

FREE ONLINE NEWSLETTER

To receive our free, online newsletter, *The Well Being*, log on to our website www.biologichealthcare.com and enter your email in the Newsletter pop-up window

The Well Being is Biologic's periodic newsletter that highlights some of the many options you can choose from for supporting wellness. The articles range from exploring traditional remedies to the most current, evidence-based science for health and healing. The three pillars of Lifestyle Medicine are: Nutrition, Activity and Stress Management, to be touched upon in each edition. We will motivate you with practical tips, recipes, non-toxic living suggestions, workshops and presentations. Our goal is to *Nourish, Inspire & Activate* so you can reach your highest potential.

INSURANCE

We are currently in contract to provide healthcare through these insurance plans:

Blue Cross/Blue Shield of Vermont
CBA Blue/EBPA
Cigna
MVP
VHAP/Medicaid

The practice provides equal access to services for all of our patients regardless of source of payment. Our staff can assist individuals in accessing information about publically available health insurance and financial support for care needs. Speak to our intake specialist and scheduler about the Office of Vermont Health Access (OVHA) and Vermont Health Connect.

Prior Authorization

Please be informed about the requirements your particular insurance policy has regarding office visits, laboratory tests and future healthcare with our practice. Notify the front desk staff, *before* your first visit, if your medical care or laboratory evaluation requires prior authorization. We will assist you in processing the paperwork.

Paying Out of Pocket

If you are not able to use insurance to pay for healthcare services, please call our office if you wish to have an estimated *cost of care* for the visit. We do offer a *time of service* discount available for office visit charges on the day of service. This will not include dispensary supplements and other services as provided during the visit (i.e.: injections, laboratory tests, etc.)

Collaboration

We will collaborate with non-affiliated, conventional or complementary practitioners in your current healthcare team. Therefore, you can be assured of integrating those services and options that best meet your needs. Our goal is to be your partner in health care by serving as your medical home. We are committed to make available to you a personal physician who provides for all of your health care needs and coordinates your care across all settings, including the medical office, hospital, clinics, behavioral health, testing facilities and other places where you receive care.

To effectively manage all aspects of your care, please inform us of any consultations, testing or treatments that you have initiated since your last visit. Similarly, let other providers know that we are your medical home.

Behavioral Health Referrals

We take the time to know you as a whole person, with your unique abilities, perspective, responsibilities and circumstances. BH believes your health is not just a presentation of symptoms but is the sum total of your physical, emotional, social and psychological well-being.

This comprehensive view facilitates our referring you to the most appropriate counselor or provider to meet your needs. BH's extensive network of behavioral health specialists includes social workers, psychologists and psychiatrists.

Additionally, BH can refer to the Community Health Team, a free service for short-term therapy and advocacy.

NEW PATIENT ORIENTATION

Appointment Policy

The practice has regular and extended hours to accommodate our patients. Providers are available Monday through Friday from 9:00 am to 1:00pm and 2:00pm to 5:00pm. Based on need, patients may request an appointment during potential extended hours between 8:30am to 9:00am and 5:00pm to 5:30 pm or Saturday morning.

Scheduling appointments

Patients are encouraged to call the office number for appointments.

Telephone 802-275-4732

Email appointment requests are also accepted but should never be used for urgent/acute matters. appointment@biologichealthcare.com

Same Day Appointments

There are time slots left open daily for acute care, same day appointments. Patients with urgent needs who contact the practice before 3:00 pm may have access to a same-day time slot.

When calling for an appointment for an acute medical situation, the call will be taken by our clinical staff and triaged in order to help us schedule appropriately.

Acute calls will be given preference, however these slots may also be utilized for follow-up or routine visits if the schedule allows.

Emergency Care

For non life-threatening emergencies, patients are referred to Clear Choice, MD Urgent Care center at the I 91 Exit 3 roundabout. Patients needing more advanced care will be referred to their local Emergency Room (ER). We will call ahead to the ER of patients (or other caller's) choice. If the patient is in the office, we will call 911 and provide emergency care until paramedics arrive.

Examples of an emergency situation include, but are not limited to:

- Obstructed airway
- Electrocutation
- Severe trauma/injury
- Heart attack (chest pain, agitation, difficulty breathing, nausea, vomiting, change in skin color)
- Stroke (weakness on one side of the face, weakness/numbness in arm, slurred speech)
- Anaphylaxis (lips swelling, throat swelling, difficulty breathing)
- Severe bleeding
- Loss of consciousness

Acute Care

Unless the situation is urgent, patients will be scheduled within 24 hours. Morning and Afternoon time slots are left open for acute care patients daily. If you call after 3:00pm, your visit may be scheduled the following business day (within 24 hours of your call.)

Examples of acute care situations include:

- High fever
- Recent onset of acute pain
- Follow up visit from emergency care
- Any other occurrence of high concern not classified above

Follow Up Care/Non-urgent

Patient will be scheduled within 2 weeks.

Preventive Care

Patient will be scheduled within 4 weeks.

Cancelled/Changed Appointments/No Shows

Patients are asked to call at least 24 hours in advance to cancel appointments.

The practice occasionally needs to cancel and reschedule appointments and will give as much advance notice as possible using phone contact.

(6/1/17 NOTE: AT THIS TIME, THE FOLLOWING IS TEMPORARILY UNAVAILABLE AND WILL BE REIMPLEMENTED IN THE NEAR FUTURE—SORRY FOR THE INCONVENIENCE.)

The practice will remind patients of their appointment 48 hours in advance via the telephone. Messages will *not* be left on an unidentified answering machine in order to maintain a high degree of patient confidentiality.

“No shows” are tracked by the practice. Patients who recurrently cancel or do not show up for scheduled appointments are addressed individually.

Office Visits

To make an appointment, call or stop by. We ask for 24-hour notice if you must cancel except for extreme weather or emergency reasons. Our reception room wait is usually less than 10 minutes unless the practitioner must respond to an emergency or other exceptional reason. If you are running late for an appointment, please let us know as soon as you can.

Patients are kept informed if their appointment is going to be delayed and adjustments will be made if necessary.

Interior Ambiance

BH’s interior environment is designed to promote a sense of well-being and balance so you feel calm when you enter. We use non-toxic materials and cleaners and our furnishings are from sustainable sources when available. We want your healing to begin when you first arrive

Support During Visit

You are always welcome to bring a family member, friend or other supportive person into the *examination room* with you. We encourage you to ask your practitioner questions so that you fully understand your health status and treatment needs, if any.

Forms (soon available as fillable PDFs to submit prior to the first appointment)
In order to make your first visit most productive, please take time for the following:

- Print the PDF (form) on our website to fill out – or call our office for hard copy forms to bring on your first visit
- Provide us with copies of laboratory/medical tests that you have available
- Create a contact list of your present healthcare providers
- Bring all prescriptions and supplements you are taking, or have used recently, in their original containers if available
- Keep a detailed diary of food intake for 3 consecutive days

Interaction With Practitioners

When first seated in the examination room, a medical assistant (MA) will gather important information including your weight, blood pressure, digital oxygen flow, temperature, recent medical history, current concerns and other data for your files. This preliminary evaluation by the MA will assure each patient gets the maximum time with a physician once the routine intake has been accomplished.

When you are with a physician, expect more “listening” time than usual. Your documented health history will be expanded and you will feel freer to talk about what’s on your mind. You will have a physical exam, as indicated. Blood drawing and urine collection for most of the comprehensive laboratory tests can be performed on the premises. Your brief diet journal will be reviewed, as nutritional status is extremely important in Lifestyle and Functional Medicine. By the time your visit is completed, you will feel in partnership with the practitioner and ready to take the next step.

Assessment Tools and Encouragement

Aside from our practitioners’ commitment to fostering your well-being, we have innovative, non-invasive assessment tools to help you find the best way to proceed toward optimal health.

BIA

At your initial appointment, we may perform a safe, simple measurement of your lean muscle mass to body fat, called a *Bioelectrical Impedance Analysis* (BIA). BIA is much more sophisticated than using your bathroom scale, but almost as quick. BIA is performed in our office using an imperceptible electrical current passed through pads placed on your hand and foot, as you lie comfortably clothed on an exam table. Because

of different tissue conductivity, a ratio can be determined. In just minutes, we'll have measurements to help devise an effective, individualized program for you.

Research has shown that *body composition* is directly related to health. A normal balance of body fat is associated with better health and longevity. Excess fat in proportion to lean body mass, termed *altered* body composition, can greatly increase your risk of cardiovascular disease, diabetes, and more. BIA aids in detecting an imbalance, which allows for earlier intervention and disease prevention.

BIA can also measure progress as you improve your health, normalizing your BIA and maintaining it in an acceptable range as you age. Your BIA results can help guide us in creating a personalized dietary plan, including nutritional supplements when appropriate, and exercise to assist you in achieving well-being for a lifetime.

Q-SCORE

BH has a highly effective, wellness-tracking program (Q-Score) that can evaluate your health status and where you stand in comparisons to 100 others like yourself. The higher the number, the healthier you are relative to that sample population

POLICIES

PRESCRIPTION AND DISPENSARY PRODUCTS:

Pharmacy prescriptions, as necessary, will be provided during an office visit by electronic transmission or hard copy, depending on the type of medication being prescribed.

Call BH office to report unexpected side effects of medications or prescribed supplements. A physician or medical assistant will advise you about continuing, stopping or modifying your treatment. Ability to refill pharmacy prescriptions without an appointment will be determined on an individual basis. Sometimes a provider will request further follow up or laboratory testing to continue a medication. You will be notified if you need a follow up visit.

For routine refill requests, we ask that you check with the pharmacy before calling our office to determine if your prescription already provides for refills and if insurance limits coverage.

When calling to request a refill, please provide your name, date of birth, the complete prescription name and current dosage and the name and location of the pharmacy. Any missing information may cause a delay in getting your prescription refilled. Occasionally,

due to a high volume of requests, please allow up to 72 business hours for your refill to be processed. No medication refill requests will be handled by an on-call physician.

INFECTION CONTROL

All employees are instructed to follow established guidelines regarding hand washing while in the office area. Practitioners adhere to strict regulations before contact with patients or materials used during the office visit. Exam tables are cleaned with sanitizing wipes after each patient and a new, pull-down paper covering is utilized. Non-disposable items are appropriately treated before each use. Contaminated or hazardous materials are meticulously discarded.

If you, or a family member, have a potentially contagious condition when you arrive, please indicate that to our front desk staff. We will seat you in an area away from the primary waiting room for your own and others' protection. We also will provide and ask that you wear a facemask to limit potential exposure to other patients and staff.

PRIVACY OF PATIENT INFORMATION

BH is compliant with the federal Health Insurance Portability and Accountability Act (HIPAA) guidelines. Your files are stored in locked cabinets and only designated staff are permitted access to them. If you have concerns, please ask to speak with our office manager.

Laboratory Services

BH will ask each patient to fill out a form regarding how he/she would like personal health or laboratory reports to be conveyed. To conform to healthcare privacy guidelines (HIPAA), we also need to know who else is permitted to receive that information.

Your practitioner will call you regarding important, more sensitive laboratory results. If concerned, and you have not been reached, call our office so a healthcare professional can speak with you. Generally, laboratory evaluations are discussed at your next appointment because they are often performed as a monitoring of your progress or condition.

We will draw blood, collect urine/other specimens, and send them to the laboratory for most tests. The labs that perform services for our patients include:

- Mercy Diagnostics
- Quest Diagnostics

We work with laboratories that feature significantly lower rates and no-balance billing.

In addition to traditional medical testing, we utilize labs that focus on Functional Medicine and digestive health, which allows us to establish a comprehensive determination of your physiologic status.

Functional Medicine Labs include:

Cyrex Labs (www.cyrexlabs.com)

Diagnos-Techs

Doctors Data (www.doctorsdata.com)

Genova/ Metametrix (www.gdx.net)

IgeneX (<http://www.igenex.com>)

Rhein Consulting Laboratories (<http://www.rheinlabs.com/>)

US BioTek

Electronic Health Records (EHR)

BH uses EHR to facilitate the most complete and expedient availability of medical records and ensure appropriate diagnoses, treatments, health benefits and insurance coverage have been provided. EHR enables our practitioners to access important information from other providers and tests performed during a hospital stay. Your medical history, diagnoses, lab and other test results, medications, supplements, procedures and referrals will be available for your practitioner to more effectively manage your care.

You will be given a form to Authorize Release of Personal Healthcare Information when required.

You have the right to opt out of this program by informing a front desk staff member.

Transfer of Care

You have the right to have your medical records transferred to another provider or to have a consultation with a practitioner outside of the BH group.

Speak to a front desk staff member if you need assistance.

BH PHILOSOPHY

*** Good health is not just a lack of symptoms**

Health and well-being allow you to get out of bed in the morning and accomplish things you set out to do. You need strength, stamina and clarity whether your goal is to climb Mount Wantastiquet, care for your garden, tackle something requiring extra effort at your job or run your first 5K. We work with you to identify, reach and maintain your

wellness objectives

*** You are unique, with your particular concerns and valuable strengths.**

We offer an individualized plan tailored for you. The Biologic Healthcare model allows us to be adaptable. We are *patient-centered* and offer a wide range of *researched and proven* modalities that provide the best results.

*** Integrative Healthcare should be accessible to all.**

We are primary care practitioners who can assist you with day-to-day medical needs. We also have a referral network of specialists who help establish continuity of services.

INTEGRATIVE MEDICINE

Integrative Medicine is a bridge for implementing conventional methodology with complementary and alternative (CAM) therapies to achieve the best outcome for each individual.

Conventional Medicine

Our conventional services include annual physical exams, general, chronic and acute care, pharmaceutical intervention when necessary, access to laboratory tests and diagnostic imaging referrals and participation in a vaccination program.

CAM (complementary and alternative medicine)

You will always be viewed as a whole person, never as a list of symptoms. Your body *wants* to exist in a state of balance and vitality. We employ time-honored, science-based techniques to help you reach optimal health using natural options before choosing prescription drugs. For example, good nutrition and exercise can positively influence the imbalances affecting your stress levels, blood pressure, digestion or symptoms of ADHD. Highly selected items in our medical grade dispensary of natural remedies and nutritional supplements can ease the discomfort of menopause and can help manage diabetes.

Included in our CAM options:

Naturopathic Medicine is an approach to primary health care that uses natural substances and therapeutic modalities to enhance the healing process.

Naturopathic physicians are also trained in conventional treatments and medications but will predominately apply proven naturopathic methods to restore health and promote wellness if that is the safest and most effective choice.

Six principles form the foundation for Naturopathic Medicine:

- **The Healing Power of Nature (Vis Medicatrix Naturae)**: The physician must identify the obstacles to health so that the body is given the opportunity to self-heal at every level. Nature has provided built-in mechanisms to restore balance and vitality when given the right support.
- **Identify and Treat the Causes (Tolle Causam)**: The physician seeks to identify the root cause of symptoms and treat to restore a healthy physiology and not mask symptoms.
- **First Do No Harm (Primum Non Nocere)**: Naturopathic physicians follow guidelines for treatments that are least likely to cause harm.
 - Use substances and diagnostic tools with least risk of harmful side effects
 - Avoid suppression of symptoms when possible
 - Access the power of an individual's self-healing capacity
- **Doctor as Teacher (Docere)**: The physician will encourage the patient's participation in their healthcare by providing information and guidance. Establishing a trusting doctor-patient relationship creates the best outcome.
- **Treat the Whole Person**: The physician takes into account all aspects of a patient's physical state, life and circumstances when developing a treatment plan.
- **Prevention**: The physician assesses risk factors and susceptibility for developing, disease and creates an intervention program that is safe and sustainable for each patient.

Lifestyle Medicine applies well-documented environmental, social and psychological principles to modify patients' lifestyles, with the goal of reducing the need for surgical and pharmacological intervention.

Preventive Medicine provides an informed and supportive approach to health maintenance and disease prevention.

Functional Medicine takes into account a person's unique biochemical and structural profile and uses nutritional science, physiological and psychological approaches to restore balance and function.

A SENSIBLE APPROACH

At BH, we believe that creating an informed and sustainable lifestyle is the foundation of optimal health. Whether you are seeking general family services or have a specific issue, our practitioners will “meet you where you are.”

We have a basic approach that is applied to all areas of our practice:

- Remove obstacles to achieving cure/achieving wellness
- Realistic programs—personalized for individual challenges

BIOLOGIC HEALTHCARE PHYSICIANS

Dr. Samantha K. Eagle, founder and Medical Director, earned her BS in Sociology and Women's Studies at the University of Vermont and later pursued post-baccalaureate pre-medical studies at SUNY Stony Brook. She received her Naturopathic Medical Doctorate and Masters in Human Nutrition from the University of Bridgeport.

Dr. Eagle has been involved in patient advocacy within the healthcare system for over a decade and recognizes the need for patients to have treatment options and access to information. Summers spent organic farming and working with master herbalists fostered her passion for natural health. Dr. Eagle's experience with teaching undergraduate biology inspired her interest in patient education. She has lectured about Lifestyle and Functional Medicine to national audiences of practitioners interested in incorporating a more patient-centered model.

Dr. Eagle's specialties include digestive disorders, nutritional counseling, rheumatic conditions, weight normalization, environmental illness, pain management and FirstLine Therapy® Lifestyle Program. Earning the trust of her patients has always been a priority.

Dr. Steven Moore, Director of Clinical Service, received his BA in English at Creighton University (Omaha, Nebraska) and later pursued a BS in Human Biology. He is a graduate of National University of Health Sciences (Lombard, Illinois), having earned degrees with honors in both Chiropractic and Naturopathic Medicine. He has engaged in clinical research in Allergy and Immunology and complemented private practice with an active role in teaching Microbiology, Anatomy and Physiology. Dr. Moore has worked with students from multiple Chicago area medical schools, educating them about Complementary and Alternative Medicine.

As a practitioner, Dr. Moore's areas of interest include autoimmune conditions, infection, digestive disorders, pain management, men's health, metabolic syndrome and pediatrics. Dr. Moore seeks to provide a conservative approach to healthcare, bridging the gap between mainstream and natural medicine.

Dr. Natalia Pellegrino earned her BS in Biology at SUNY Purchase. Dr. Pellegrino's strong interest in human health and nutrition led her to pursue additional education at New York College of Health Professions, where she studied therapeutic bodywork modalities and Traditional Chinese Medicine. She later became part of the inaugural class at Bastyr University California, where she received her Doctorate in Naturopathic Medicine.

Dr. Pellegrino's interests include women's health, nutrition, weight management, endocrinology, autoimmune conditions, diabetes, and physical medicine to promote pain relief. Dr. Pellegrino is enthusiastic about collaborating with patients to achieve their health and life goals.

Dr. Renee Lang, ND, MPH, FABNO (Fellow of the American Board of Naturopathic Oncology) specializes in Integrative Oncology. She joins the Biologic team part time, returning to practice in Brattleboro after leaving to broaden her training. When previously in Vermont, she offered care for a wide range of health concerns, including Lyme disease.

Dr. Lang received her naturopathic doctorate from National College of Natural Medicine, Portland, Oregon, a BS in Conservation and Resource Studies from the University of California, Berkeley and her MPH from Johns Hopkins Bloomberg School of Public Health.

Dr. Lang provided evidence-based naturopathic modalities at Cancer Treatment Centers of America in Philadelphia for four years. She is now at Wildwood Health Center in Portland, Maine and also contracts as a clinical trials consultant.

Her experience coordinating complementary approaches with conventional cancer therapies affords optimal healing after surgery, reduction of chemotherapy and radiation side effects and enhanced immune function.

Dr. Lang uses training as a Reiki Master to further support recovery. She encourages lifestyle changes to reduce the risk of cancer and believes an informed, empowered patient, participating in their healthcare decisions, is better able to achieve wellness.

LIFESTYLE EDUCATION

A certified FirstLine Therapy[®] Lifestyle Educator (LE) is an essential bridge for integrating a customized *Lifestyle Program* into health and wellness care. This approach includes:

- Nutritional assessment and supplementation as indicated by physician or nurse practitioner
- Weight management and weight loss

- Detoxification
- Low glycemic meal planning
- Bioimpedance Analysis (BIA) interpretation and monitoring
- Determination of a sustainable activity level
- Coaching and evaluation of overall progress

FirstLine Therapy is a comprehensive, clinically designed system for implementing personalized Lifestyle Medicine. This premium, practitioner supervised program addresses common health issues such as those affecting the following:

- * Blood sugar levels
- * Cardiovascular system
- * Men's health
- * Mood and cognition
- * Musculoskeletal system (bone and joint)
- * Stress levels
- * Women's health

OFFICE STAFF

FRONT DESK

Our personnel at the front desk might be the first staff at Biologic Healthcare that you encounter. They are knowledgeable about the wide range of insurance information and paperwork a patient has to process – and are here to help. They can also assist in your meeting ongoing healthcare needs such as ordering from the dispensary or filing specialized forms or requests with your insurance provider. Our reception staff is there to:

- * Answer the phone
- * Schedule appointments
- * Triage phone calls
- * Handle emergent patient issues
- * Address questions regarding billing and other concerns
- * Facilitate patient/practitioner communication
- * Facilitate fulfillment of dispensary orders.

New patient Intake Specialist: Dora

- * Schedule appointments
- * Initiate and process new patient paperwork and insurance verification
- * Facilitate release and transfer of records

Medical Assistant, front desk operations: Jenn

- * Triage phone calls
- * Handle emergent patient issues
- * General and referral follow-up
- * Vital signs and patient intake
- * Preparation for physical exam or procedures
- * Specimen collection (including blood draw)

Front desk receptionist: Rylee

- * Answer phones and direct calls
- * Greet and register new patients
- * Assist with filling dispensary requisitions
- * Implement scheduling and notifications/reminders
- * Convey patient issues and suggestions to appropriate staff

Bookkeeping and Business management: Jackie Fox

Although often behind the scenes, Jackie is an indispensable team member, who has kept the office running smoothly for nearly ten years. Her extensive background in bookkeeping, experience in small business development as well as her management and organizational skills provide a foundation for continued growth at Biologic Healthcare.

COMPREHENSIVE HEALTHCARE SERVICES

Family Medicine/Primary Care

Our approach to each patient's care includes:

- **Integrative Medicine:** unifies conventional methodology with complementary and alternative therapies to achieve the best outcome.
- **Lifestyle Medicine:** applies well-documented, environmental, social and psychological principles to modify patients' lifestyles with the goal of reducing the need for surgical and pharmacological intervention.
- **Preventive Medicine:** provides an informed and supportive approach to health maintenance and disease prevention.

Infants and Children (Pediatrics)

We provide well baby/child exams, ongoing health maintenance and acute or chronic illness care. We perform physicals for school, camp or sports.

Naturopathic Medicine

Naturopathic Medicine assumes the potential for balance exists in us and that the human body has the ability and intrinsic *desire* to heal itself under the right circumstances. As Naturopathic Doctors, we begin to reconcile two states of being - the desire of our body to heal, and the stressors to which we are subjected. We create a plan for better health that gives the body's natural functions the potential to perform as designed.

Naturopathic physicians hold true to the time-honored oath that doctors should, above all else, do no harm. For that reason, we seek the least invasive plan, opting for science-based natural approaches over pharmacological agents or surgery. We believe that treatments should be holistic and take into account your body make-up, personality and beliefs.

Our doctors embrace the role of teachers, guiding you toward better health through a personalized program. When you are informed, you can make proactive decisions that positively impact wellness today and have far-reaching implications on vitality tomorrow.

Women’s Health Services

Women’s Health is a complex area with numerous internal and external factors to consider. From prepubescent through senior years, women have to contend with hormone fluctuations, reproductive function, peri-menopause, menopause and post-menopausal symptoms.

External factors such as diet, exercise and stress can impact women’s physiology, which in turn can lead to weight gain, emotional imbalances or hormonal disruptions. With so many intertwined factors, it’s especially important to approach Women’s Health using an Integrative model. At BH, we address Women’s Healthcare across the different stages of life.

Women’s Health Services includes:

- Routine and annual reproductive health screening
- Gynecologic examinations and Pap smears
- Screening for sexually transmitted diseases (STDs)
- Human Papilloma Virus (HPV) DNA typing
- Clinical breast exams
- Referrals for Mammograms
- Birth control consultations
- Fertility consultations
- Pre and post-natal nutritional counseling and naturopathic support
- Bone density (DEXA) referrals
- Urinary NTX assay (metabolites of bone breakdown)
- Serum, salivary, and urinary hormone testing
- Comprehensive blood tests
- Bio identical hormone replacement

Gynecologic Conditions Treated:

- Benign breast diseases
- Cystitis
- * Endometriosis
- * Fibroids
- * Infertility
- Painful/absent menses
- Perimenopause
- * Polycystic ovary syndrome (PCOS)

- Premenstrual syndrome
- Sexually transmitted diseases
- Vaginal infections

Men's Health Services

Men are less likely to go for wellness visits, losing the opportunity to be proactive for their long-term health.

We establish a relationship with patients to help men make positive, sustainable life changes that will impact overall well-being, energy levels, cardiovascular strength and sexual function. Small changes made every day can have long-lasting, positive effects on vitality.

What we offer includes:

- * Prostate screening
- * Assessment of andropause
- * Testosterone replacement
- * Cholesterol screening

Nutritional assessment/supplementation

Good nutrition is at the root of everything we do. However, if consuming the standard American diet of processed foods with hidden sugars and too much salt, people may become nutrient deficient but not know it. One cannot address poor health without addressing nutrition. We help you to lay the foundation, starting with breakfast and working through snacks and other meals, building healthy eating into your daily routine.

Our individualized nutrition plans take into account your circumstances and focus on making small, *sustainable* changes that will have long-term implications for your health.

We use supplementation to support healing the gastrointestinal (GI) tract, countering nutritional deficiencies or to enhance metabolic function. Our products come from companies with the best research data and highest quality control. Our prices are equal to what can be purchased of similar quality in the retail market and, at times, may be offered at discount.

Stress management

Poorly managed stress can cause symptoms including heart palpitations, hypertension or gastrointestinal distress. BH takes a multi-faceted approach to stress management by addressing the biochemical and physiological systems that allow you to cope with stress.

We can help create a more balanced physiology by using natural supplements, and can connect you with progressive relaxation techniques including mindfulness meditation and yoga.

As with all of our treatment programs, your stress management plan will be personalized for you, with steps you can take every day for a healthier, more harmonious life.

Weight management

As people of all shapes and sizes, weight loss means something different to each of us. That's why it's important to look at each patient individually, and find ways to adjust lifestyle, nutrition and other factors to create a sustainable weight loss plan.

At BH, our weight loss programs take the focus off of a number on the scale and work toward optimizing body composition. People can be normal weight but *over fat*. We will help you set clear goals, create a nutritional plan that works for you, and measure progress using our state-of-the-art Kinetic Activity Monitor (KAM).

We identify areas you can change in everyday life and introduce healthy exercise and nutrition that will create positive impacts for years to come.

Botanical Medicine

Practitioners at BH use a select group of natural supplements that are derived from plants. Many people are familiar with the term *herbal remedies*, the recipes for which are sometimes passed down as family lore. *Botanicals* encompass a broader range of plant components and can have powerful effects on health. The botanicals we use are researched and generally recognized as safe when employed by a physician trained in their therapeutic application.

NATURAL DISPENSARY

"He who has sage in his garden needs no doctor."

– Centuries' old medical proverb about sage's many remarkable properties for use in the healing process.

Before the days of complex, highly-active pharmaceutical agents, physicians and the population in general had to turn to Nature for medicinal needs and providing overall comfort. Some of that time-tested wisdom has been passed down as "folk remedies," which often work quite well.

However, the powerful medicinal qualities found in the plant and mineral kingdoms have been tapped by science and chemically reduced to their “active ingredients.” The compounds are then made into a pill, capsule, topical cream or injectable liquid. These may be combined with synthetic carriers, fillers and dyes that can create significant side effects. There are patients who cannot tolerate synthetic pharmaceutical products or who chose to approach their condition with well-researched (evidence-based), highly effective medicinal products found in a Natural Dispensary.

BH stocks a growing selection of products from companies known for using the purest raw ingredients, highest manufacturing standards, safest handling and rigorous testing for quality control.

Our therapeutic and health maintenance products include:

- Vitamin and minerals (individual or multi)
- Digestive aids
- Musculoskeletal products (including anti-inflammatories)
- Medical foods/protein supplements
- Immune and nervous system support
- Herbal medicinals
- Probiotics
- Calming agents
- Essential fatty acids/amino acids
- Detoxification aids

Having an in-house dispensary provides you with a convenient source for the products prescribed during your visit with a practitioner. The items are priced competitively compared to similar quality substances found in stores or online. However, BH practitioners are extremely cautious and bring only the purest and most effective products into the dispensary. We cannot assume that products from other sources with variable ingredients can effect the same benefits to your health.

Our website is set up so that, in some cases, you may reorder your dispensary items directly from the distributor or make sure your refill is available for pickup at our office. You can also reorder by phone.

We offer periodic discounts on selected items, so check online for sales and new products becoming available: www.facebook.com/BiologicHealthcare or www.biologichealthcare.com

PAYMENT FOR DISPENSARY ITEMS

Under particular circumstances, some supplementation is covered by health insurance. Most often, payment is provided by cash, check or credit/debit card at time of pick-up or arrangements are made before products are shipped.