

# KINGWOOD WELLNESS CLINIC® REGISTRATION FORM

(Please Print Clearly)

Today's date:	PCP:
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**PATIENT INFORMATION** We verify your identity with your Drivers License

Patient's last name:	First:	Middle:	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs.	<input type="checkbox"/> Miss <input type="checkbox"/> Ms.	Marital status (circle one) Single / Mar / Div / Sep / Wid
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Is this your legal name? <input type="checkbox"/> Yes <input type="checkbox"/> No	If not, what is your legal name?	(Former name):	Birth date: / /	Age:	Sex: <input type="checkbox"/> M <input type="checkbox"/> F
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Street address:	DL #	Cell:
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P.O. box:	City:	State:	ZIP Code:
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Occupation:	Employer:	Pharmacy:
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Chose clinic because/Referred to clinic by (please check one box):			
<input type="checkbox"/> Family	<input type="checkbox"/> Friend	<input type="checkbox"/> Newspaper	<input type="checkbox"/> Dr. <input type="checkbox"/> Business Card <input type="checkbox"/> Billboard <input type="checkbox"/> Google
			Billboard location:

Other family members seen here:

**Advance Beneficiary Notice of Non-coverage**

I hereby certify that the above information is true and correct to the best of my knowledge. I hereby authorize Kingwood Wellness clinic to release any of my patient information required for continued care to other Providers that I may utilize for my care. I understand and agree, that I am financially responsible for any balance owed for my care This is a fee for service clinic. Payment due on day of service. \_\_\_\_\_ **Initial**


\*\*We will not authorize lab slips or lab testing and that the lab testing must be done outside of any insurance plan Dealing with insurance companies and HRT has been difficult and insurmountable. We, therefore, wish to advise you that your HRT treatment will not involve any use of insurance or completing insurance forms or statement of medical necessity." \_\_\_\_\_ **Initial**

Your telephone number is collected to send appointment reminders as well as clinic specials. You may "opt out" of receiving texts at any time. Please sign below to indicate that you understand and consent to treatment and agree to receive our text reminders. \_\_\_\_\_ **Initial**

We strive to achieve optimal health & wellness through nutrition, exercise, hormone balance and optimization. Our programs, protocols and philosophy are designed to maximize your QUALITY of life. If your hormone levels are in a "normal" range but are low and you have symptoms we may start therapy to alleviate symptoms. \_\_\_\_\_ **Initial**

Patient signature (SIGN HERE)	Date
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**REASON FOR VISIT TODAY**

<p>Please check the reason you are coming in today; if it is not listed please write in the reason, if doing lab-work what is the reason:</p> <p>_____</p> <p>_____</p> <p>_____</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> New weight patient</li> <li><input type="checkbox"/> New Hormone</li> <li><input type="checkbox"/> B-complex Injection</li> <li><input type="checkbox"/> Thyroid Evaluation</li> <li><input type="checkbox"/> Botox Injections</li> <li><input type="checkbox"/> Laser Evaluation</li> <li><input type="checkbox"/> Juverderm/Fillers</li> <li><input type="checkbox"/> Fatigue</li> </ul>	<div style="text-align: center;">  </div> <ul style="list-style-type: none"> <li><input type="checkbox"/> Hormone Imbalance</li> <li><input type="checkbox"/> Loss of sexual desire</li> <li><input type="checkbox"/> Low Testosterone Symptoms</li> </ul>
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(Patient MUST read and sign in order to be seen)

# KINGWOOD WELLNESS CLINIC®


## HEALTH HISTORY QUESTIONNAIRE

All questions contained in this questionnaire are strictly confidential and will become part of your medical record.

<b>Name</b> <i>(Last, First, M.I.):</i>		<input type="checkbox"/> M <input type="checkbox"/> F	<b>DOB:</b>
<b>Current or referring doctor:</b>		<b>Date of last physical exam:</b>	
<b>PERSONAL HEALTH HISTORY</b>			
<b>Childhood illness:</b> <input type="checkbox"/> Measles <input type="checkbox"/> Mumps <input type="checkbox"/> Rubella <input type="checkbox"/> Chickenpox <input type="checkbox"/> Rheumatic Fever <input type="checkbox"/> Polio			
<b>Immunizations and dates:</b>	<input type="checkbox"/> Tetanus		<input type="checkbox"/> Pneumonia
	<input type="checkbox"/> Hepatitis		<input type="checkbox"/> Chickenpox
	<input type="checkbox"/> Influenza		<input type="checkbox"/> MMR <i>Measles, Mumps, Rubella</i>
<b>List or circle any medical problems that other doctors have diagnosed</b>			
<input type="checkbox"/> Low thyroid <input type="checkbox"/> high thyroid <input type="checkbox"/> Cancer <input type="checkbox"/> Elevated PSA <input type="checkbox"/> High blood pressure <input type="checkbox"/> Depression <input type="checkbox"/> Constipation <input type="checkbox"/> High Cholesterol <input type="checkbox"/> Bipolar <input type="checkbox"/> Snoring or sleep apnea <input type="checkbox"/> Diabetes (insulin or no-insulin) <input type="checkbox"/> Reflux <input type="checkbox"/> Waking at night to urinate			
<b>Surgeries</b> <input type="checkbox"/> No Surgeries    Please list or circle if listed			
Year	Surgery	Thyroidectomy <input type="checkbox"/> R <input type="checkbox"/> Left <input type="checkbox"/> Total	
	<input type="checkbox"/> C-section    How many? _____	Gastric <input type="checkbox"/> Staple or <input type="checkbox"/> Banding	
	<input type="checkbox"/> Hysterectomy <input type="checkbox"/> Tubal Ligation	Heart Surgery	
	<input type="checkbox"/> Gallbladder removed (cholecystectomy)	Other:	
	<input type="checkbox"/> Appendectomy	Other:	
	<input type="checkbox"/> Tonsillectomy	Other:	
	ANYTHING ELSE:		
<b>Other hospitalizations</b>			
Year	Reason	Age if you do not remember year	

<b>Have you ever had a blood transfusion?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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*Please turn to next page*

<b>List your prescribed drugs and over-the-counter drugs, such as vitamins ,inhalers and including birth control</b>
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Name the Drug	Strength	Frequency Taken

**Allergies to medications**     **No Known Drug Allergies**

Name the Drug	Reaction You Had

**HEALTH HABITS AND PERSONAL SAFETY**

PLEASE ANSWER ALL QUESTIONS CONTAINED IN THIS QUESTIONNAIRE ALL ANSWERS WILL BE KEPT STRICTLY CONFIDENTIAL.

<b>Exercise</b>	<input type="checkbox"/> Sedentary (No exercise)		
	<input type="checkbox"/> Mild exercise (i.e., climb stairs, walk 3 blocks, golf)		
	<input type="checkbox"/> Occasional vigorous exercise (i.e., work or recreation, less than 4x/week for 30 min.)		
	<input type="checkbox"/> Regular vigorous exercise (i.e., work or recreation 4x/week for 30 minutes)		

<b>Diet</b>	Are you dieting ?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Have you taken appetite suppressants in the past?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
	# of meals you eat in an average day?			
	Rank salt intake	<input type="checkbox"/> Hi	<input type="checkbox"/> Med	<input type="checkbox"/> Low
	Rank fat intake	<input type="checkbox"/> Hi	<input type="checkbox"/> Med	<input type="checkbox"/> Low

<b>Caffeine</b>	<input type="checkbox"/> None	<input type="checkbox"/> Coffee	<input type="checkbox"/> Tea	<input type="checkbox"/> Cola
	# of cups/cans per day?			

<b>Alcohol</b>	Do you drink alcohol?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
	If yes, what kind? <input type="checkbox"/> Beer <input type="checkbox"/> Wine <input type="checkbox"/> Liquor <input type="checkbox"/> Tequila <input type="checkbox"/> Vodka			
	How many drinks per week?			

<b>Tobacco</b>	Do you use tobacco?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
	<input type="checkbox"/> Cigarettes – pks./day	<input type="checkbox"/> Chew - #/day	<input type="checkbox"/> Pipe - #/day	<input type="checkbox"/> Cigars - #/day

	<input type="checkbox"/> # of years	<input type="checkbox"/> Or year quit	<input type="checkbox"/> Do you desire to quit? _____	
<b>Sex</b>	Are you sexually active?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	If yes, are you trying for a pregnancy?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	If not trying for a pregnancy list contraceptive or barrier method used:			
	Any discomfort with intercourse?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<b>Personal Safety</b>	Do you live alone?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	Do you have frequent falls?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	Do you have vision or hearing loss?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
	Do you get dizzy on standing?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<b>Quality of Life</b>	HOW WOULD YOU RATE YOUR HEALTH AND WELL-BEING			
	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
** This helps us evaluate our treatments, please compare o the best you ever felt health-wise				

### FAMILY HEALTH HISTORY

	AGE	SIGNIFICANT HEALTH PROBLEMS		AGE	SIGNIFICANT HEALTH PROBLEMS
<b>Father (F)</b>			<b>Children</b> (M)male (F)female	<input type="checkbox"/> M	
<b>Mother (M)</b>				<input type="checkbox"/> F	
<b>Diabetes</b>	<input type="checkbox"/> M <input type="checkbox"/> F			<input type="checkbox"/> M	
<b>Heart Disease</b>	<input type="checkbox"/> M <input type="checkbox"/> F			<input type="checkbox"/> F	
<b>Hypertension</b>	<input type="checkbox"/> M <input type="checkbox"/> F		<b>Grandmother</b> <i>Maternal</i>		
<b>Thyroid</b>	<input type="checkbox"/> M <input type="checkbox"/> F		<b>Grandfather</b> <i>Maternal</i>		
<b>Kidney</b>	<input type="checkbox"/> M <input type="checkbox"/> F		<b>Grandmother</b> <i>Paternal</i>		
	<input type="checkbox"/> M <input type="checkbox"/> F		<b>Grandfather</b> <i>Paternal</i>		

Do you have problems with weight gain or losing weight?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you occasionally feel depressed or have depressed moods?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Is your concentration decreased?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have problems with occasional constipation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
How often are bowel movements?		
Do you get cold easily or have cold hands or feet?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you noticed excessive hair loss?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Is your skin dry?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you have trouble sleeping?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Poor energy or fatigue?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Bone / Joint Pain	<input type="checkbox"/> Yes	<input type="checkbox"/> No

**WOMEN ONLY****DO NOT WRITE N/A, EVERYTHING IS APPLICABLE**

Age at onset of menstruation:

Date of last menstruation:

Period every \_\_\_\_ days Length of periods \_\_\_\_ days

Heavy periods, irregularity, spotting, pain, or discharge?

 Yes No

Number of pregnancies \_\_\_\_ Number of live births \_\_\_\_ Miscarriage \_\_\_\_ Abortions \_\_\_\_

**Are you pregnant or breastfeeding?** Yes No

Have you had a D&amp;C, hysterectomy, or Cesarean?

 Yes No

Any urinary tract, bladder, or kidney infections within the last year?

 Yes No

Any blood in your urine?

 Yes No

Any problems with control of urination?

 Yes No**Any hot flashes or sweating at night?** Yes No

Do you have menstrual tension, pain, bloating, irritability, or other symptoms at or around time of period?

 Yes No

Experienced any recent breast tenderness, lumps, or nipple discharge?

 Yes No

Do you usually get up to urinate during the night?

 Yes No

If yes, # of times \_\_\_\_

Date of last pap and rectal exam?

Results:  Normal  Abnormal (Please list any findings)

Date of last mammogram? \_\_\_\_\_

Results:  Normal  Abnormal (Please list any findings)**MEN ONLY**

Do you usually get up to urinate during the night?

 Yes No

If yes, # of times \_\_\_\_

Do you feel pain or burning with urination?

 Yes No

Any blood in your urine?

 Yes No

Has the force of your urination decreased?

 Yes No

Have you had any kidney, bladder, or prostate infections within the last 12 months?

 Yes No

Do you have any problems emptying your bladder completely?

 Yes No

Any difficulty with erection or ejaculation?

 Yes No

Any testicle pain or swelling?

 Yes No

Date of last prostate and rectal exam?

Results:  Normal  Abnormal (Please list any findings) Yes No**OTHER PROBLEMS** Skin Chest/Heart Recent changes in: Head/Neck Back Weight Ears Intestinal Energy level Nose Bladder Ability to sleep Throat Bowel Other pain/discomfort: Lungs Circulation Hormonal symptoms

I hereby certify that the above information is true and correct to the best of my knowledge. \_\_\_\_\_



## **CONSENT FOR BIO-IDENTICAL HORMONE REPLACEMENT THERAPY**

### **Background:**

You have been diagnosed with or have an increased risk of having a hormone deficiency (ies) and your Provider has recommended treatment with bio-identical hormone replacement therapy (HRT). Some of the bio-identical hormone preparations that may be prescribed for you are regulated by pharmacy compounding laws, which follow the Pharmacy Compounding Accreditation Board (PCAB) guidelines. The use of this therapy as it relates to your diagnosis, while common in alternative practices, may be debated in the traditional medical community.

You have the right, as a patient, to be informed about your condition and the recommended conventional, integrative, complementary, alternative, non-conventional or non-standard procedures to be used so you make an informed decision whether or not to undergo the procedures after knowing the risks involved. This disclosure is not meant to scare or alarm you, but to simply inform you so you have the information needed to give or withhold your consent to the procedure or treatment.

**NOTICE:** Refusal to consent to the innovative, integrative, complementary or non-standard procedure shall not affect your right to future care or treatment.

### **Therapeutic Basis:**

Many individuals have inadequate hormone levels despite technically normal blood tests. Some individuals suffering symptoms related to menopause or inability to lose weight may also benefit from these therapies. Bio-identical HRT can be used to augment hormone levels in a number of conditions where diminished hormone levels are evident.

Estrogen therapy can maintain vaginal and urethral function and slow the progression of osteoporosis. It may also improve sleep, decrease hot flashes and night sweats, decrease pain and perhaps cognitive function, and improve libido and overall well-being. This therapy may contain one or any combinations of the following medications: estriol, estradiol, and/or estrone.

Progesterone hormone replacement therapy can offer protection from endometrial cancers, treatment of irregular menstruation, and other low progesterone conditions. It also can improve sleep quality and decrease anxiety.

Testosterone replacement therapy is used to treat symptoms or lab tests suggesting suboptimal hormone levels as determined by your Provider. Low testosterone is associated with elevated cholesterols, high blood pressure and diabetes. Other low testosterone symptoms include excessive fatigue, abdominal weight gain, irritability and decreased sexual drive and function.

## CONSENT FOR BIO-IDENTICAL HORMONE REPLACEMENT THERAPY

### Objectives:

Bio-identical HRT is implemented to optimize hormone levels in the blood, helping to reduce symptoms associated with low levels of these hormones.

### Potential Risks:

Safety of any of these hormones during pregnancy cannot be guaranteed. Notify your Provider if you are pregnant, suspect that you are pregnant, or are planning to become pregnant during this therapy.

**Estrogen Therapy:** Bio-identical estrogens are available in various forms including oral capsules, troches, patches, pellets and topical creams. Adverse reactions may include bloating, breakthrough bleeding, breast swelling and tenderness, fluid retention, weight gain, mood swings, [liver cysts, death (e.g.-from blood clots or cancer) associated with conjugated hormones]. High potency conjugated estrogens (e.g. Premarin) have been associated with an increased risk of breast cancer and blood clots (the latter especially in smokers). Estriol may carry a lower risk of breast cancer and may even protect against breast cancer. Nonetheless, the whole area of estrogen replacement is undergoing further evaluation. Do not take estrogen if you have breast cancer.

**Progesterone Therapy:** Bio-identical progesterone is available in various forms including oral capsules, troches, vaginal or rectal suppositories, and topical creams or gels. Progesterone therapy may be sedating, so it is recommended to coordinate dosing with sleep cycle. Adverse reactions may include bloating, breakthrough bleeding, missed menstrual cycles, breast swelling and tenderness, fluid retention, weight gain, sedation, and depression.

**Testosterone Therapy:** Bio-identical testosterone therapy is available in various forms including sublingual drops, troches, topical creams, pellets and injection. Side effects include acne, change in libido, angina or heart attacks, hirsutism (facial hair growth) and scalp hair loss, clitoral engorgement, voice changes, or water retention. Because it may improve insulin resistance, diabetics who use insulin should monitor glucose levels closely, as less insulin may be needed. Check with your physician before adjusting your dose of insulin. If using a formulation of testosterone that is applied to the skin, a local irritation may occur.

Although the use of bio-identical hormone replacement therapy has been shown in many studies to be safer than synthetic hormone replacement therapy, the risk of cancer-related side effects is still possible. In fact, there are physicians who do not agree with the use of bio-identical hormones.



**Statement of Patient:**

I understand that along with the benefits of any medical treatment or therapies, there are both risks and potential complications to treatment, as well as not being treated. Those risks and potential complications have been explained to me. I acknowledge that my family physician, OB-GYN or other health care providers may not agree with hormone replacement therapy.

I agree to proceed with treatment and to comply with recommended dosages. I agree to comply with requests for ongoing testing to assure proper monitoring of my treatments that may include laboratory evaluation of all aforementioned hormone levels or other diagnostic testing by a KHWC Provider, my primary care physician, or other specialist. I agree to see my primary care physician, gynecologist, or other practitioner for regular monitoring and for preventative measures that may include but are not limited to complete physicals, colonoscopy, EKG, mammograms, pelvic/breast exams, pap smears, etc. at least on a yearly basis.

I agree to immediately report to my Provider any adverse reaction or problem that might be related to my therapy. Risks and potential complications have been explained to me and I agree that I have received information regarding those risks, potential complications and benefits, and the nature of bio-identical and other hormone treatments, and have had all my questions answered. Furthermore, I have not been promised or guaranteed any specific benefit from the administration of bio-identical hormone therapy.

I certify this form has been fully explained to me, that I have read it or have had it read to me and that I understand its contents. I agree not to undergo any treatments unless I fully understand the treatment and have discussed possible risks and benefits.

I agree to the therapy described above. I have been educated on the benefits, risks, and possible adverse reactions associated with bio-identical hormone replacement therapy.

**OFF-LABEL USE**

The use of Bio-identical hormones for symptom relief is considered an off label use. Off label drug use means prescribing a drug for a condition for which it has not officially received FDA approval.

Signature of Patient \_\_\_\_\_ Date \_\_\_\_\_

Name (PRINT) \_\_\_\_\_

Statement of Provider: I have explained the risks and benefits of the therapy as detailed above. The patient has verbalized to me his/her understanding of those risks and benefits and gives verbal consent to initiate this therapy. I have explained the therapy, its intended benefits and risks, and possible reactions to the patient. I have confirmed the patient has no further questions and wishes to initiate bio-identical hormone replacement therapy.

Name of PROVIDER Explaining Procedures: \_\_\_\_\_

PROVIDER Signature \_\_\_\_\_



BHRT Certified

**KINGWOOD**  
HEALTH & WELLNESS  
281-852-1800

### BHRT CHECKLIST FOR WOMEN

Name: \_\_\_\_\_

Date: \_\_\_\_\_

E-Mail: \_\_\_\_\_

Symptom (please check mark)	Never	Mild	Moderate	Severe
Depressive mood				
Memory Loss				
Mental confusion				
Decreased sex drive/libido				
Sleep problems				
Mood changes/Irritability				
Tension				
Migraine/severe headaches				
Difficult to climax sexually				
Bloating				
Weight gain				
Breast tenderness				
Vaginal dryness				
Hot flashes				
Night sweats				
Dry and Wrinkled Skin				
Hair is Falling Out				
Cold all the time				
Swelling all over the body				
Joint pain				

Other symptoms that concern you: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## THYROID CONSENT

Many individuals have inadequate hormone levels despite technically normal blood tests. Some individuals suffer symptoms of hypothyroidism or an underactive thyroid. We are/may be prescribing these medications off label. They are being used in a manner or reason that they may not be necessarily marketed for. **Your blood levels may be in the normal range but are on the low side and not optimal to maintain your health. We are prescribing you thyroid medication to alleviate SYMPTOMS.** Although weight gain may be a result of low thyroid, increasing your thyroid level will not guarantee weight loss. **We are NOT giving thyroid for weight loss.**

**Statement of Patient:** I understand that along with the benefits of any medical treatment or therapies, there are both risks and potential complications to treatment, as well as not being treated. Those risks and potential complications most commonly seen are **palpitations, headaches, anxious, irritability or insomnia** have been explained to me. I have not been promised or guaranteed any specific benefit from the administration of these therapies and no warranty or guarantee has been made regarding the results of treatment. I agree to proceed with treatment and to comply with recommended dosages. I agree to comply with requests for ongoing testing to assure proper monitoring of my treatments that may include laboratory evaluation of all aforementioned hormone levels or other diagnostic testing by a KHWI Provider.

**TSH SUPPRESSION:** Will probably occur with treatment, It is not the same as the autoimmune disease known as hyperthyroid (Grave's Disease). As recommended by the manufacture, we follow the T4 and T3 levels, not the TSH.

### *Secondary or Tertiary Hypothyroidism*

Start SYNTHROID at the full replacement dose in otherwise healthy, non-elderly individuals. Start with a lower dose in elderly patients, patients with underlying cardiovascular disease or patients with severe longstanding hypothyroidism as described above. Serum TSH is not a reliable measure of SYNTHROID dose adequacy in patients with secondary or tertiary hypothyroidism and should not be used to monitor therapy. Use the serum free-T4 level to monitor adequacy of therapy in this patient population. Titrate SYNTHROID dosing per above instructions until the patient is clinically euthyroid and the serum free-T4 level is restored to the upper half of the normal range.

I agree to immediately report to my Provider any adverse reaction or problem that might be related to my therapy. Risks and potential complications have been explained to me and I agree that I have received information regarding those risks, potential complications and benefits, and the nature of thyroid hormone treatments, and have had all my questions answered.

I agree to the therapy described above. I have been educated on the benefits, risks, and possible adverse reactions associated with thyroid hormone replacement therapy. I acknowledge that I am NOT being given thyroid for weight loss.

Name (PRINT) \_\_\_\_\_

Signature of Patient \_\_\_\_\_ Date \_\_\_\_\_

**Statement of Provider:** I have explained the risks and benefits of the therapy as detailed above. The patient has verbalized to me his/her understanding of those risks and benefits and gives verbal consent to initiate this therapy. I have explained the therapy, its intended benefits and risks, and possible reactions to the patient. I have confirmed the patient has no further questions and wishes to initiate thyroid hormone replacement therapy.

Signature of PROVIDER Explaining Procedures: \_\_\_\_\_

# PATIENTS BEHAVIOR TOWARDS STAFF MEMBERS

**Dear Patient,**

**Your treatment at Kingwood Wellness is founded on our set of core values and principles which we hold paramount. Our staff works diligently to maintain and adhere closely to these values throughout your health journey with us.**

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## OUR CORE VALUES AND PRINCIPLES

- We love our patients and building trusting relationships
- We are humble, life-long learners pursuing optimal wellness.
- We prioritize productivity and work-life balance and boundaries.
- We provide personalized, hands-on care for patients.
- We empower our patients and cultivate an authentic community.

In our best effort to uphold these values as top priority, our staff have been throughly trained to provide our patients with the utmost care and respect.

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**Likewise, we expect patients behave appropriately and respectfully towards our staff. Verbal disrespect, abuse, or mistreatment of any kind will not be tolerated.**

A patient's first offense will result in a warning letter, stating the incident and requesting appropriate and respectful behavior going forward. The second offense will result in complete dismissal from our practice. However, the severity of the first offense may require immediate dismissal from the practice. Examples of offenses that may result in immediate termination include but are not limited to name-calling, yelling/screaming, swearing/cursing, or threatening.

Please contact our office if you have any concern about the behavior of a staff member, and we will connect you to the appropriate supervisor related to your concern.

We are so grateful to be a part of your healthcare team and look forward to working with you on your wellness journey.

Kindest regards,

**The Team at Kingwood Wellness**

Signature \_\_\_\_\_

Date \_\_\_\_\_