



Dr. Susan L. Marra

MS, ND, ABAHP

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OFFICE GUIDELINES

Monday:	9:00 am – 5:00 pm PST
Tuesday:	9:00 am – 5:00 pm PST
Wednesday:	CLOSED
Thursday:	9:00 am – 5:00 pm PST
Friday:	9:00 am – 5:00 pm PST
Saturday:	CLOSED
Sunday:	CLOSED

OFFICE VISITS

PLEASE BE ON TIME TO YOUR APPOINTMENT WITH YOUR PAPERWORK FILLED OUT COMPLETELY BEFORE YOU ARRIVE TO THE OFFICE. THIS IS TO ENSURE FAIRNESS TO OTHER PATIENTS WHO COME FROM FAR AWAY AND MAY NEED TO CATCH FLIGHTS, AS WELL AS TO DR. MARRA. EVERYONE'S TIME IS VALUABLE, SO PLEASE SHOW CONSIDERATION. MINDFULNESS OF THE NEEDS OF OTHERS IS A BASIC PRINCIPLE OF THIS OFFICE.

1. If someone can accompany you to your office visit, we highly recommend this so both of you can digest the information received. Otherwise, it can be and feel overwhelming.
2. Please bring a notebook to your office visits to write down answers to any questions that you may have.
3. Please bring a list of your questions with you to your office visits. If you have pictures and/or labs, please print those out ahead of time. We find this helps both you and Dr. Marra to be organized and thoughtful with regards to formulating your treatment plan.
4. The first office visit will entail a detailed history taking, physical exam, and suggestions to necessary laboratory work. All lab work needs to be done at a LabCorp facility. LabCorp has multiple locations, please visit their website for more information at www.labcorp.com. About 4 weeks after you have been drawn for your labs, a second visit will occur. Specialty kits are generally done at home, but we will advise you on how to properly collect for those during your first visit.
5. The second office visit is a detailed review of your laboratory work. Discussion of a treatment plan will occur and be implemented at this time. Please do not call the office inquiring about your labs before your second visit. Labs will thoroughly be discussed and reviewed with you by Dr. Marra at your second visit.
6. Roughly 4-6 weeks later, depending on the patient and the severity of the disease, in question, patients will return for another office visit to review progress. Subsequent office visits will then be determined based on the individual needs of each patient.
7. Please refrain from wearing any scented products into the office as patients are often chemically sensitive and simply cannot tolerate odors. Please also be bathed and clean before your visit.

OFFICE RULES

1. Please be on time for all appointments (*Office/Video/Phone*). If you have a *Phone* appointment, Dr. Marra will call you at your scheduled time.
2. **PATIENTS WILL NOT BE PERMITTED TO GO LONGER THAN 8 WEEKS WITHOUT A FOLLOW UP APPOINTMENT** (*Office/Video/Phone*). It is important in the healing process to check in with Dr. Marra fairly regularly. This is also a medical legal issue that we enforce in the practice. Patients who schedule and fail to keep three appointments, or give less than 2 business days notice to cancel their appointment in the span of one year will be dismissed from the practice.
3. In an effort to conserve time and energy when calling the office, **PLEASE LEAVE YOUR NAME, PHONE NUMBER (with area code) and A BRIEF MESSAGE**. All calls will be returned by the end of each business day, or latest next business day. Please be mindful when calling the office and Dr. Marra's personal cell phone. Dr. Marra's personal cell phone is for **EMERGENCIES ONLY. ALL NON-URGENT phone calls/texts to Dr. Marra's cell phone will incur a fee.** We are a highly specialized practice dealing primarily with tick-borne illness. You must have a primary care doctor. We are not a primary care practice, and encourage you to call your primary care doctor or specialists for needs outside of your treatment. For all non-urgent or non-related treatment questions, please make a list for Dr. Marra at your visits. Please do not email our office with questions as they will not be answered. It is a HIPAA violation.
4. Prescriptions will be filled for 2 months **ONLY** at a time. No other refills will be dispensed until a proper follow up visit has occurred. This is to protect both you and Dr. Marra, as this is also a medical legal issue. If you require a prescription refill, **please call your pharmacy requesting a refill.** Your pharmacy will fax us. Please allow 24-48 hours for refills to be completed. Please plan appropriately if you are leaving on vacation, or live out of town.
5. Dr. Susan L. Marra does not participate with any HMO, PPO, POS, Medicare, Medicaid or any other insurance plans. Her office does not submit insurance claims nor is assignment accepted. All services rendered are fee for service. You will receive an insurance compliant super-bill to submit to your insurance company if you so desire. It is the patient's responsibility to contact their insurance company to determine what their coverage and limitations are in regards to Naturopathic medicine and out of network medical services.
6. For **ALL** subsequent visits, we require patients to do **mandatory routine labs 2-3 days before EVERY appointment.** These routine labs do not require you to fast. This helps Dr. Marra maintain good medical practice. If you do not have labs done before every appointment, a **small fee will incur** due to the follow-up that may be required by Dr. Marra after your scheduled appointment. Please refer to the fee schedule.
7. Supplements are available in the office to patients only. If you wish to order supplements, please call us and we will do our best to fulfill orders within a reasonable amount of time. Shipping is available through USPS.
8. We strongly recommend that patients avoid **WHEAT, DAIRY and SUGAR** at all costs, as these are generally inflammatory foods. The idea is to "alkalize" the body for maximal healing to take place. If you are interested, please check out Dr. Marra's website under, "Recommended Reading".

PLEASE DO NOT PHONE THE OFFICE FOR YOUR TEST RESULTS, AS THEY WILL NOT BE GIVEN TO YOU OVER THE PHONE OR MAILED TO YOU DIRECTLY, UNLESS PREVIOUSLY DISCUSSED WITH DR. MARRA. ALL TEST RESULTS ARE TO BE REVIEWED WITH DR. MARRA AND COPIES WILL BE GIVEN TO YOU OR MAILED TO YOU AFTER AN APPOINTMENT WITH DR. MARRA.

IF THERE ARE ANY LABORATORY VALUES THAT NEED IMMEDIATE ATTENTION, DR. MARRA WILL TELEPHONE YOU.

Adherence to these guidelines is both appreciated and enforced in the office. We are truly interested in your well-being and through Dr. Marra's personal and clinical experience, the above rules actually optimize your healing experience.

I HAVE READ, UNDERSTOOD, AND RECEIVED A COPY OF THE OFFICE GUIDELINES:

**(All minors under the age of 18, we require both parents/guardians to sign and date)*

Patient's Signature: _____ **Date:** _____

Parent/Legal Guardian Signature: _____ **Date:** _____

Parent/Legal Guardian Signature: _____ **Date:** _____

Physician Signature: _____ **Date:** _____