



TrueNorth Health Coaching Services: Frequently Asked Questions

How do I schedule a consultation?

Anyone with internet access can schedule a consultation on the [Coaching Services landing page](#) on the TrueNorth Health Center website. The first step is to review the doctor profiles, choose your preferred date and time, and pay for the consultation. You then choose your preferred method of consultation: telephone or video conference. You will receive an email confirmation with a link to the phone call or video conference and a link to a Medical Health Questionnaire which we ask you to complete prior to your consultation.

What kind of doctors are available?

You can choose from TrueNorth Health attending physicians as well as chiropractors, naturopaths, and osteopaths, as well as specialists in fitness, wellness, rehabilitation, and functional movement. We will be adding more healthcare educators in the future.

Does it matter what state I live in?

No. Our physicians and healthcare educators can provide coaching services to you wherever you are located.

What conditions do you treat?

TrueNorth Health coaching services offers you an opportunity to speak with a healthcare educator about any health-related topic you choose.

If I'm a current patient, can I schedule a follow-up visit with my doctor?

Yes. You can schedule follow-up visits, ask questions about medical issues, seek alternatives for prescribed treatments, and get advice and encouragement about maintaining a healthy lifestyle.

If I'm a current patient, can I switch doctors to speak to another physician?

Yes. You can schedule a consultation with any of our healthcare educators who offer their services.

Can I send medical lab or test results to doctors to review?

Yes. Before your consultation, you can send medical lab or test results to Office@truenorthhealth.com. They will be uploaded to your file in our Medical Records Department, where your healthcare provider will have access to it. You may also fax your records to (707) 303-4377.

Why do I have to fill out medical history forms and forward medical records and lab results?

By completing our registration form and forwarding medical records and laboratory results, your healthcare provider will be able to review your medical history prior to your consultation, which will improve the quality of the advice they can provide.

Can I refill a prescription on the coaching services platform?

TrueNorth healthcare educators cannot diagnose or prescribe medications by telephone.

If I have to cancel a consultation, how do I do so?

Although payments are non-refundable, if you reschedule with 24 hours' notice, your payment will be transferred in full to your new consultation. You can cancel your appointment using the "cancel" button located at the very bottom of your confirmation and reminder emails.

Can I get coaching services so that I can undergo water-only fasting at home?

No. We recommend that water-only fasting be done under direct medical supervision. We can advise you on intermittent fasting and modified fasting protocols that can be done safely without direct medical supervision.

Can I use Medicare to pay for coaching services?

The cost of TrueNorth Health coaching services is not covered by health insurance or Medicare.

How much does a consultation cost?

The cost is \$95 for a 20-minute consultation, or \$190 for a 40-minute consultation.

For more information:

Please email phonecoaching@truenorthhealth.com