



## Membership Expectations 2024

### Included in Your Membership

- Exclusive Access to Dr. Natalie: Direct access to Dr. Natalie Kunsman for personalized care and guidance.
- Comprehensive Consultation: Enjoy a full one-hour physical or virtual consultation to thoroughly address your health concerns.
- Focused Health Panel: Membership is limited to ensure focused attention on your health problems (membership will close when full).
- Direct Messaging: Message Dr. Natalie herself to get your questions answered promptly.
- Priority Scheduling: Access to schedule appointments with short wait times, ensuring timely care.
- Flexible Visit Options: Both virtual and in-person visits are available for your convenience.
- Online Scheduling: Ability to schedule virtual appointments online for ease and convenience.
- Functional Medicine Consultation: Receive expert consultations with a functional and integrative approach to your health.
- Insurance-Free Model: Dr. Natalie operates outside of traditional insurance, though most HSA cards will be accepted.
- Advanced Electronic Health Records: Benefit from a fully functional electronic health record system for seamless care.
- Expertise: Over 30 years of experience in family and functional medicine.
- Licensed in Multiple States: Dr. Natalie is licensed in GA, CO, PA, and DE, offering comprehensive care across these regions.
- Follow-up Care: Subsequent visits will have an associated fee, providing access to continued expert care and tailored treatment plans that evolve with your health journey.

## Not Included in Your Membership

- Non-refundable Membership: Membership fees are non-refundable as your spot is reserved specifically for you, limiting availability for others.
- Primary Care Services: Your primary care remains with your primary care physician (PCP).
- Insurance Claims Processing: Dr. Natalie does not process insurance claims, though a "superbill" will be provided for you to submit to your insurance.
- Prior Authorizations: Dr. Natalie does not handle prior authorizations.
- Acute Care Services: Acute care needs should be addressed by your primary care provider or urgent care.
- On-call Services: Dr. Natalie does not offer on-call emergency triage or emergent or urgent care (there may be exceptions).
- Emergency Care: In case of emergencies, please seek immediate care from your nearest emergency department.
- Healthcare System Integration: Dr. Natalie operates independently and does not integrate with other healthcare systems.

## Membership Cancellation Policy

Should you find that the membership no longer meets your needs or is no longer a fit, you can cancel at any time. You will not be billed for the next cycle, though the current cycle remains non-refundable. Dr. Natalie reserves the right to terminate the relationship if necessary. Dr. Natalie is not obligated to provide services under any third-party agreement, as this membership offers a specialized and niche service that complements your existing care with any third-party providers.

## Addendum: Circumstances for Termination of Patient Relationship

There are certain circumstances under which Dr. Natalie may need to terminate the patient relationship. These include but are not limited to:

1. Non-compliance: When a patient consistently fails to follow treatment plans, recommendations, or prescribed medications.
2. Missed Appointments: Repeatedly missing scheduled appointments without valid reasons or notification.
3. Non-payment: Failure to pay for services rendered, especially after multiple reminders and opportunities to settle the account.
4. Abusive Behavior: Any form of verbal or physical abuse towards Dr. Natalie, staff, or other patients.
5. Violation of Policies: Breaching office policies or agreements that are essential for maintaining a professional and safe environment.
6. Incompatible Treatment Philosophy: When the patient's expectations or beliefs about treatment are fundamentally at odds with Dr. Natalie's professional judgment and standard of care.
7. Lack of Trust: When there is a significant breakdown in trust between the patient and Dr. Natalie, hindering the effectiveness of the therapeutic relationship.
8. Illegal Activities: Engaging in illegal activities that affect the practice or requesting illegal services from Dr. Natalie.
9. Conflicts of Interest: Situations where Dr. Natalie's ability to provide objective care is compromised.



**Natalie Kunsman, MD**