



1330 SE Cesar E Chavez Blvd, Portland, OR 97214

Phone: 503-232-1100 Fax: 503-232-7751 Web: www.CNMWellness.com

Primary Care New Patient Information

Hours of Operation – Pacific Standard Time

Medical: Mon-Fri, 8:30 AM to 7 PM and Sat. 9 AM to 2 PM

Dr. Milner &/or Resident: Tuesday - Friday 8 AM to 7 PM & Sat.

Student Shift: Tuesday and Thursday afternoon

Dr. Baldwin-Sayre: Mon-Wed, 8:30-5:30 pm and alternating Thurs and Fri, 8:30-5:30 pm.

Dr. Guggenheim: Monday-Thursday 8:30-11 AM, Friday 1-5:30 PM

HealthQuest Day Spa: Mon-Fri, 10 AM to 9 PM

Sat, 10 AM to 6 PM Pacific Time

Sun, By Appointment Only

Office Visit Length

- Initial/new patient visits are typically 60-90 minutes in length.
- Follow up patient visits vary, but are usually between 10 and 40 minutes.
- Patients with managed care alternative benefits have limitations and strict guidelines regarding their visits. Contact our front desk for the specifics related to your health insurance coverage.

Insurances Accepted

- Our providers are credentialed with most managed care organizations that contract with insurance companies to offer an “alternative medical benefit”. Several insurance plans such as some Blue Cross, ODS and other plans offer naturopathic medicine as primary care and reimburse the same for MDs as NDs. Please be aware that preventative healthcare (including women’s annual exams) is not covered by all insurance plans.
- Our front desk provides an *Insurance Verification Service* to our new patients. We contact your insurance provider and verify the scope and depth of your coverage.

Preparing for your First Visit at CNM

- New patient paper work including patient information, a four page medical questionnaire, procedures and policies require 15-30 minutes to fill out before your first visit. Our staff is happy to mail, fax or e-mail these forms in advance of your visit date for your convenience. You can also access these forms online at www.CNMWellness.com, Patient Center.
- Any relevant medical records are best brought with you at your first visit. A release of records form is available at the front desk to release records from other health care providers. This process can take 2-3 weeks. The form is ideally filled out in advance of or after your first office visit.

Offering Optimal Healing Through Diversity, Innovation and Compassion

◆ OUR TEAM OF ◆

HEALTHCARE PROVIDERS

Martin Milner, ND*

Carrie Baldwin-Sayre, ND

Alena Guggenheim, ND

Dana Waichunas, ND

Naturopathic Physicians

Kelly Barrett, DC*

Chiropractic Physician

Cindy Anderson, LAc.

Daniel O'Neill, LAc.

Licensed Acupuncturists

Jeremy Mikolai, ND

Sara Gilham, ND

Resident Physician

Michael Roe, RN

Lab Manager

Dana Whitten, MA

Medical Assistant

Jayne Burch, LMT

Holly Decker, LMT

Lauren Swick, LMT

Eliza Hofkosh-Hulbert, LMT

Pablo Cohen, LMT

Licensed Massage Therapists

◆ ADMINISTRATION ◆

Martin Milner, ND*

CEO & Medical Director

Samantha Shearer

Office Manager &

Insurance Specialist

Steven Kreutler

Dispensary Manager

Tim Myers*

Chief Financial Officer

* Denotes Board Members

◆ SUBSIDIARIES ◆

Heart and Lung Wellness

HealthQuest Spa and

Conference Center

Mail Order Dispensary

www.naturalmedicineweb.com

Office Visit Fee Options

Office visit fees are determined by a combination of the level of complexity, procedures performed and time spent. A list of fees of frequent charges is available upon request. Senior Citizens over the age of 65 as well as other patients paying by cash, check or credit at the time visit are granted a 10% discount. Other discounts may be applied based on the type of insurance you carry. Ask the front desk about this benefit.

Patients also have the option of seeing two fourth year medical interns supervised by Dr. Milner and/or a naturopathic resident. These office visits are 50% less than Dr. Milner's usual fees and procedures done during the office visit are 20% less. For more information on this program go to www.CNMWellness.com, click on Heart & Lung icon.

Medical Records Confidentiality

Your medical records are kept in the strictest of confidence. No individuals have access to your medical record without your prior written authorization.

Prescription Drugs and Refills

Naturopathic physicians in Oregon are licensed and board certified by the Oregon Board of Naturopathic Examiners. Our scope of practice includes a Formulary of many drugs. You may access this list of drugs alphabetically or by classification at www.oregon.gov/OBNE, scroll down the left hand column of the home page and click on formulary.

In order to expedite requests for prescription refills, **please contact your pharmacy and not our front desk.** The pharmacy will fax us a request which provides us with a necessary paper trail to document the refill.

Place orders for non-prescription supplements through our Center for Natural Medicine Dispensary

- **Dispensary Hours:** Mon-Fri, 9 AM to 5 PM
- **Phone, Local Calls:** 503-232-1100 or leave a message by calling 503-232-0475
- **Long Distance, Toll Free:** 1-888-305-4288

Placing Orders Online

You may place an order 24 hours a day, 7 days a week for any of the products listed on our websites. Our medical education web site is www.cnm-inc.com or www.CNMWellness.com and our product web site is www.naturalmedicineweb.com.

Emergencies

To contact your doctor in an emergency after hours call 503-232-1100. Listen for the prompts, then press 9 for emergencies, then press 1 for Dr. Milner, or 2 for Dr. Baldwin-Sayre. Our voice mail system will contact the physician; they will retrieve your message and get back to you as soon as they can. If you do not hear from them within a few minutes contact your nearest emergency room.

Contacting your Doctor

Dr. Milner, Dr. Baldwin-Sayre and Dr. Guggenheim offer **5 min. free phone consultations** to answer quick, simple questions for established patients **concerning prior authorized care.** This needs to be scheduled with reception so the patient's chart can be pulled and read for the phone call. New care and new authorizations usually require a visit.

Provider Biographies

Biographies of our healthcare providers are available at www.CNMWellness.com

Program and Services

A full list is available for review at www.CNMWellness.com, Explore CNM, Services.