

## **Frequently Asked Questions (FAQS)**

### **What is Pfeiffer Treatment Center (PTC)?**

We are a non-profit outpatient medical center specializing in the identification and treatment of biochemical imbalances that often manifest with behavioral, neurological, developmental, cognitive, anxiety, or mental health symptoms. Our individualized treatment plans have helped thousands of patients to experience improved mental and physical health, thereby enhancing overall quality of life.

### **Where is Pfeiffer Treatment Center located?**

Pfeiffer Treatment Center is conveniently located in Warrenville, Illinois. Warrenville is a suburb 32 miles west of downtown Chicago. Travel times vary between 35 and 90 minutes based weather and traffic conditions.

### **How far is the Center from regional airports?**

Pfeiffer Treatment Center is Located 33 miles from Chicago Midway International Airport and 28 miles from Chicago O'Hare International Airport. Travel times from both airports are approximately 45 minutes to 90 minutes.

### **What ages do you treat?**

Our patients range from toddlers to late adulthood. Children under 30 pounds (14 kg) must have prior authorization from the treating provider.

### **What conditions exclude patients from being treated by PTC?**

- Weight under 30 pounds (Without prior approval from provider)
- Pregnancy (We cannot see women who are pregnant if they are not currently being treated. If a woman is an existing patient, currently being treated at PTC, the provider managing the pregnancy must approve the nutrient program.)
- Current substance abuse
- Acute psychiatric condition that requires hospitalization or intensive psychiatric care
- Suicidal indication within the past 6 months – unless under psychiatric care.

### **Do you treat women who are breastfeeding?**

Breastfeeding mothers are evaluated and treated at PTC; however, the treatment program is limited or modified for the duration of breastfeeding.

## **Who will provide my care?**

Pfeiffer Treatment Center only employs nationally certified physicians and nurse practitioners. The provider you see is licensed by the state board in which care is provided. All of our care givers engage in ongoing education in the biochemical and nutritional effects on mental and physical health.

## **What can a patient expect at a typical visit?**

The initial visit lasts approximately 3 to 4 hours. Follow-up visits take 2 to 3 hours on average. These times are approximate; please plan travel and accommodations accordingly to ensure scheduling conflicts do not occur. Each patient can expect the following to occur during their visit:

- Review of past and current health history with a registered nurse.
- Comprehensive history and physical examination with a provider.
- Laboratory collection of blood samples. In some patients, additional testing may be recommended.
- First stage of nutrient supplementation is initiated.

## **How often do I need to come back for follow up visits?**

After the initial visit, patients are asked to follow up after following their recommended supplement program for 6 months. Depending on a patient's progress and individual needs, subsequent visits may be 6 or 12 months thereafter. Patients must be seen at least once a year.

## **How much are the visits?**

The patient will pay for the office visit at the time of the visit. The lab portion will be billed to the patient's insurance from Quest Diagnostics. Please make sure Quest is part of your insurance plan. If not, please let us know. The visit fees include a visit with the doctor or nurse practitioners, and RN, results consult by phone with the nurse when you receive your results, and ongoing RN case management. We accept cash, check, money order, traveler's check, Discover, MasterCard and Visa. For a telephone consultation, payment by credit card (Discover, MasterCard or Visa) is also due at the time of service. If a patient is unable to pay by credit card, previous arrangements need to be made prior to the telephone consultation. Patients visiting any one of our **Outreach Clinics** must pay a non-refundable **\$245 Outreach fee** when scheduling an Outreach appointment. (in addition to cost for initial and follow up visit).

### **Do you take Insurance/Medicare/Medicaid?**

We do not accept insurance, Medicare, or Medicaid. However, at the conclusion of your visit, we will provide you with an itemized statement that may be submitted to your insurance company for reimbursement. Reimbursement varies by company and policy.

The labs will be billed to your insurance by the lab, Quest Diagnostics, who processes our labs. Whatever is not covered by your insurance will be billed to you from the lab. If Quest is not part of your insurance plan, please let Guest Care know so other arrangements can be made to get the labs done. If you have no insurance or an HMO, please inform Guest Care as there are arrangements that can be made for that also.

Our website provides an insurance information sheet which may be submitted to your insurance company before your visit to secure pre-authorization of benefits as well as inform you of your expected out of pocket costs.

### **How far in advance can I schedule an appointment?**

Appointments for visits at our Warrenville location may be scheduled up to 3 months in advance. Outreach appointments may be scheduled once the location and date are finalized. If you would like to schedule an appointment for either our Warrenville location or one of our upcoming outreach clinics, you may do so by calling (630) 505-0300 Monday through Friday 8 am to 5 pm (Central time).

### **How many pills or supplements will I have to take?**

It varies. Each person's program is tailored to their specific needs by their provider. Many nutrients may be compounded. However, some supplements may be incompatible with compounding or may be trialed separately before adding them to a compound. Many patients take up to 8 capsules twice a day.

HRI's compounding pharmacy offers flexible options for patients who are unable to swallow pills; including, modified diet compatible flavored syrups and effervescent flavoring powder. HRI Pharmacy's expert staff will gladly work with you to find the option that works best for you.

### **What is compounding?**

Compounding is the process of combining several separate nutrients or supplements into one blend. The advantages of compounding include:

- Less pills to be taken each day.
- No need to split pills to get the right dose.

- In many cases, lower overall cost when compared to purchasing multiple separate supplements.
- Increased convenience. Rather than managing multiple bottles that run out at different times, your custom compound comes in a 100 day supply.
- The quality of supplements on the market varies. HRI's dedicated pharmacy professionals use products from companies that have proven purity and quality to ensure you get the very best.

### **Do you accommodate dietary restrictions?**

HRI Primer products are produced using vegetable based capsules (Veggie caps).

Our compounds are made using kosher beef capsules. Veggie caps may be substituted in compounding upon request. To meet the specialized health care needs of our patients HRI compounds are:

- Preservative-free
- Dye-free
- Gluten and casein-free
- Soy and corn free
- Filler-free
- Gelatin-free
- Vegetarian