



Senara Medical Weight Loss and Anti-Aging Center  
New Patient Consents & Acknowledgements

Welcome to Senara Medical Weight Loss and Anti-Aging Center. We strive to provide the utmost care to every guest that walks through our doors. We look forward to helping you Live *Life* Well.

Before arriving for your first visit to our Medical Weight Loss and Anti-Aging Center, please take a moment to read and complete this packet. The information provided reviews our office policies, expectations of care, and details you will need for your Medical Weight Loss and Anti-Aging treatment. We want your care to be as successful as possible.

If you have any questions prior to your initial visit, please call 309.693.9600. Our front desk will be happy to assist you and answer any questions you may have.

Sincerely,  
Dr Keith Kramer and the Senara Staff

## **PATIENT EXPECTATIONS**

Your health and healing depends on our commitment to doing the best we can and your commitment to being an informed and active participant in your well-being.

### **The Senara Experience**

To make your care at Senara as successful as possible, we ask that you fully commit to the medical advice and treatments your care team prescribes. Concurrent care with other centers or physicians, other than your primary care physician, may create contraindications, confusion, and frustration that could delay your progress significantly. Please inform us of any care you are currently receiving during your initial visit.

### **Partners in YOUR Health Care**

The intricacy of working to resolve chronic health conditions takes time. Results may take weeks, months, or longer to improve. We ask that you be patient with the process as your body heals and reacts to your treatments. Senara will partner with you to monitor your progress as we uncover the root causes of your toughest health challenges. You will have to work incredibly hard and remain persistent, and we will, too.

Refusal to make appropriate use of recommended treatment may result in termination of services.

### **Your Commitment**

Following your treatment plan, including adhering to dietary changes, and supplement and medication regimens, is essential to your success. Lack of consistency will likely stall your progress.

### **Health & Nutrition Coaching**

Our professional health & nutrition coach is an important part of your support system for staying on track with your treatments. You will benefit immensely from your coach's guidance. They are your go to resource for overcoming challenges, inspiration for making changes, and your primary contact for your day to day care.

### **Communication**

The entire team at Senara is committed to your success. Maintaining communication with your care team is important to that success. We ask that you share with your physician, health & nutrition coach, or our front desk staff any changes in your condition, challenges with care, or other life events that are pertinent to a good working relationship.

### **Support**

Care at Senara is different than the traditional medical approach. Following the Functional Medicine model of patient-centered care, we provide treatments that require lifestyle changes that may be overwhelming at first. Chronic illnesses can make implementing these lifestyle modifications challenging at the beginning, and require support from friends and family. Sometimes the support you receive at home may not be adequate, and we will help you identify areas that need resolving with additional professional care.

I have read and agree to the statements above.

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Please Print Your Name

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Date

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Patient Signature

## **READINESS ASSESSMENT**

To help us best serve you, please take a moment to fill out this questionnaire. It will assist us in providing you the best outcomes possible with your care, and allow us to understand where you might need additional supports in place for success.

On a scale of 5 (very willing) to 1 (not willing), how willing are you to improve your health with the following techniques/treatments?

- |  |                            |                            |                            |                            |                            |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Significantly modify your diet                           | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |
| Take several nutritional supplements each day            | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |
| Keep a record of everything you eat each day             | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |
| Modify your lifestyle (e.g., work demands, sleep habits) | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |
| Practice a relaxation technique                          | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |
| Engage in regular exercise                               | <input type="checkbox"/> 5 | <input type="checkbox"/> 4 | <input type="checkbox"/> 3 | <input type="checkbox"/> 2 | <input type="checkbox"/> 1 |

On a scale of 5 (very confident) to 1 (not confident at all), how confident are you of your ability to follow through on the above health related activities?  5  4  3  2  1

If you are not confident of your ability, what aspects of yourself or your life lead you to question your capacity to fully engage in the above activities?

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On a scale of 5 (very supportive) to 1 (very unsupportive), how supportive do you think the people in your household will be to your implementing the above changes?  5  4  3  2  1

How much on-going support (e.g., telephone consults, e-mail correspondence) from our professional staff would be helpful to you as you implement your personal health program?

- Weekly  Bi-weekly  Monthly  Only when requested  None

Comments

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## **OFFICE POLICIES**

Prior to beginning your care at Senara, we ask that you read through our office policies. We look forward to working with you and helping you to achieve optimal vitality.

### **Medical Forms & Records**

- **Anti-Aging Medicine** guests must complete and submit their *Medical History Form* and copies of any laboratory tests and diagnostics from other medical providers to us **no later than 3 days prior** to their initial scheduled appointment. If you are unable to submit this information to us within the requested time frame we will reschedule your appointment to a later date.
- **Medical Weight Loss** guests may submit their Medical History Form at the time of their initial appointment. Additionally, guests seeking Medical Weight Loss care do not need to provide prior medical records, though may bring them to their initial appointment if deemed necessary.

If you have medical records that are pertinent to your initial visit or follow-up visits, you are responsible for obtaining them prior to that appointment. Your Medical Records can only be authorized for release by you. Please contact your physician or other health care provider to order these records.

All Medical Forms and Records should be submitted to us via one of the following options:

- Fax: 309.693.3616
- Mail: Attn: Dr Keith Kramer, 2208 W Willow Knolls Rd, Peoria, IL 61614
- E-mail: [info@experiencesenara.com](mailto:info@experiencesenara.com)
- Drop off to the front desk staff at Senara

To access and download Senara's new guest forms, please visit our website:

[SenaraMedicalWeightLossandAntiAgingCenter.com/guests/](http://SenaraMedicalWeightLossandAntiAgingCenter.com/guests/)

### **Scheduling Appointments**

Medical Weight Loss and Anti-Aging services are made by appointment only and are secured with a valid credit card.

- **Anti-Aging Medicine** appointments for Functional Medicine or BioIdentical Hormone Replacement Therapy will be scheduled at least 2 or more weeks in advance. This will allow adequate time for you to gather your Medical Records and submit them to Dr Kramer for review with your Medical History Form. Dr Kramer will spend a considerable amount of time prior to your appointment reviewing your past laboratory and diagnostic test results in preparation for your initial visit.
- **Medical Weight Loss** appointments may be scheduled at the earliest available appointment time that we have available.

### **Appointment Times**

All appointments will begin and end on your scheduled time. Therefore, arriving late will reduce the timeframe of your service, and for extremely late arrivals may require cancellation of your service entirely. In either case, full charges for the time of your scheduled service(s) will apply.

## **Appointment Cancellations**

- There is a 3 day cancellation policy for Initial Anti-Aging Medicine appointments. This includes Functional Medicine, and BioIdentical Hormone Replacement therapy candidates. Spa Packages also have a 3-day cancellation policy.
- There is a 24-hour cancellation policy for follow-up Anti-Aging Medicine appointments, including Functional Medicine, BioIdentical Hormone Replacement Therapy.
- There is a 24 hour cancellation policy for Health Coaching, Spa Appointments (including SkinCeuticals Medical Peel appointments), and Physical Therapy.
- For initial Medical Weight Loss appointments, we request the courtesy of a 24-hour notice for cancellation.

Initial Anti-Aging Medicine medical appointments and Day Spa Packages cancelled less than 3 days in advance will be charged at the full rate for the scheduled service(s). Follow-up Functional Medicine, BioIdentical Hormone, Health Coaching , Spa, and Physical Therapy appointments cancelled less than 24 hours in advance will be charged at the full session rate.

As a courtesy, we call to confirm the appointment prior to your scheduled time; ultimately it is your responsibility to keep the scheduled appointment or reschedule.

## **Missed Appointments**

Missed appointments will be charged at the full rate for the scheduled service(s).

## **Changing Appointments**

Our staff will help you in following a treatment plan that is designed especially for you. To succeed in gaining positive results it is imperative that we follow this plan and maintain the number of scheduled visits prescribed. If you are unable to keep your appointment(s) on any given day please notify our office at least 24 hours prior to the scheduled appointment (72 hours if an Anti-Aging Medicine initial visit or Day Spa Package). If you must miss an appointment we will reschedule you for your make-up appointment within the next week, depending on service availability.

## **Consultations**

During your first consultation, you will initially meet with Dr Kramer. You may also meet our nutrition coach and other staff physicians. We will perform a series of assessments, labs, and review and update your medical history. These findings will help us better understand your chronic health conditions and help us establish a baseline for your treatment. Nutritional supplements are often recommended and we will help you select and find the highest quality products.

## **Payment Options**

Senara accepts cash, checks or credit cards (MasterCard, Visa, Discover, and American Express) for services rendered. When you schedule an initial visit, we request a credit card on file to hold the appointment for you. No charges will be applied to your credit card unless you miss or cancel an appointment without proper notice, per our cancellation policy. On the day of your scheduled appointment, all charges for consultations (medical and nutritional) as well as laboratory testing will be itemized and reviewed with you. Payment is due on the day of service.

Financing is available through Care Credit. For more information, please visit our Payment Options webpage.

## **Insurance Information**

Senara Medical Weight Loss and Anti-Aging Center accepts a wide range of insurance plans. Some basic laboratory tests are covered by many insurance plans, and we will gladly bill your insurance for reimbursement for those tests, if coverage is available. However, Medical Weight Loss and Functional Medicine services, including consultations, therapies, advanced laboratory diagnostics and tests, and follow-up appointments are not covered by insurance. As such, we do not bill your insurance for these services. We offer competitive pricing and payment options to serve you.

## **Lab Tests**

- After initial Anti-Aging Medicine and follow-up consultations, lab tests and/or diagnostic tests may be ordered.
- Testing recommendations and cost(s) per test will be reviewed.
- Many lab tests are performed “fasting”, which means nothing except water 8-10 hours beforehand

Some lab tests take up to 6 weeks to be finalized. The results will be mailed or emailed to you when they are available. If your follow-up appointment was not booked at the time of your initial visit, then you should contact the office to schedule a follow-up appointment.

## **Prescription Refills**

It may take up to 72 hours to process a prescription refill. If you are in need of a prescription refill, please plan ahead to avoid a lapse in your prescriptions. Your pharmacy can fax your prescription refill request to us at 309.693.3616.

## **Personal Property Loss or Damage**

Senara is not responsible for loss of or damage to any personal items guests may bring to our facility, including valuables. We strongly recommend leaving valuables at home, and if you do bring them, you should keep them in your possession at all times.

## **Other Policies**

Senara is a tranquil environment. To maintain a superior experience for all guests, the spa and treatment areas are cell phone free zones. Please turn your phone to off or vibrate during your visit.

**All service prices are subject to change without notice.**

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Please Print Your Name

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Date

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Patient Signature

**INSURANCE & PHARMACY INFORMATION**

**Insurance Verification**

Medical Weight Loss, Anti-Aging, and Medical Spa treatments are not billed to insurance by Senara, as they have limited or no coverage by many insurance plans. However, certain basic laboratory tests are covered by *some* insurance plans. If you would like Senara to verify your insurance coverage for basic laboratory testing, please provide the information below. **Please bring your insurance card to your initial visit so we may make a copy of it.**

**Patient Primary Insurance Information**

Patient Full Name \_\_\_\_\_

Patient Date of Birth \_\_\_\_\_

Patient Social Security # \_\_\_\_\_

Insurance Carrier \_\_\_\_\_

Policy Number \_\_\_\_\_

Group Number \_\_\_\_\_

Insurance Telephone # \_\_\_\_\_

Subscriber's Name \_\_\_\_\_

Subscriber's Date of Birth \_\_\_\_\_

Relationship to Patient \_\_\_\_\_

**PHARMACY INFORMATION**

Your treatment plan may require prescription medications. Please tell us your preferred pharmacy information

Pharmacy Name \_\_\_\_\_ Phone Number \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_