



Hello & welcome to the Nourishing Life Health Center!

We look forward to supporting your recovery from Lyme, tick-borne illness and other complex chronic health problems. Our team of practitioners and staff are highly experienced and committed to your success.

In order for us to serve you in the healthiest way possible, the following guidelines provide an outline of how we can be available to you in-between your appointments. Please read and sign as an acknowledgement of your understanding and willingness to adhere to NLHC's Patient Contract.

1. **Please respect and be courteous to all of our staff.** We are here to help, not hinder you. Any suggestions for improved customer service may be made via email to info@noulifehealth.com.
2. **We do not provide emergency healthcare or mental health services.** We do not have a medical doctor on staff. If you feel you are experiencing a health emergency, you may call your medical doctor, 911, or proceed to the nearest hospital or urgent care clinic.
3. **If you require support while undergoing treatment, you have the following options:**
Call us at 845-687-6211 or email info@noulifehealth.com.

Our knowledgeable support staff may either answer your question directly or they will check in with your practitioner if needed to either provide clarification regarding your treatment or make recommendations if you are experiencing a difficulty. We normally acknowledge receipt of your query within 1 business day, and it may take up to 1 additional business day to answer your question if it involves reaching out to a practitioner. This type of support typically requires a few minutes by phone, or a brief email reply.

If questions are complex, complicated to answer in full, involve a lot of new information (such as labs), or require re-working of herbal or essential oil formulations, these queries will need to wait until your next follow-up consultation to be fully addressed.

We thank you for your understanding and look forward to working with you!

NLHC Staff

I have read and understand this Patient Contract and agree to adhere to its guidelines.

X _____
—