
Gordon Medical Associates

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Welcome to Gordon Medical Associates!

As you begin your journey of healing with our office, there are a few things to explain so you get the most for your health care needs. Now you're wondering what to expect and what will be different with our office. Let me explain that for you...

You spoke with our New Patient Coordinator, and they navigated you toward the practitioner that both you and they feel is the best match for your needs. You were sent the New Patient Packet, or you can [download](#) one. Our New Patient Coordinator is a great resource if you need help finding lodging or shuttle services for patients travelling from out of town. You can also look on the [Travel](#) and [Dining](#) pages of our website.

Be sure to send a [Release of Records](#) to any practitioner from whom you would like your Medical Records sent to Gordon Medical. Get this out as soon as possible to give the office time to copy and send the records.

On the day of your appointment, please arrive 30 mins early for check in.

Remember to bring to your appointment:

1. Your insurance cards
2. Your driver's license
3. Your New Patient Packet
4. Be ready to have your photo taken
5. Prior test results, if not sent previously
6. List of current medications
7. List of current supplements
8. List of treatments that helped in the past
9. List of treatments that failed
10. Food and drink to last through the appointment
11. Note pad, friend to record notes, or ask at the front desk to have the appointment recorded for you



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When you arrive at the front desk staff will ask you to sign the appropriate legal documents. They will ask your permission to take a photo of you for our records.

Once you are checked in, a Tech will come and get you for a tour of our office, and to take your vitals. You will take a [Visual Contrast Sensitivity](#) test and a [Body Impedence Analysis](#), both of which provide information on how your body is responding currently.

The Tech will then settle you into the waiting room, where your practitioner will come to get you. This wait could be just a few minutes or up to an hour. Our practitioners strive to be great listeners, and give each patient the time they need for their appointments, even if they run over on time. Don't worry, even if you have to wait, you will still get the full time needed for your appointment. Our staff try to contact patients to let them know if their practitioner is running particularly late, but under certain circumstances this may not be possible.

Once you meet your practitioner, you will give your health history, starting from when you were a child, and continuing with events throughout your life. Everything is important! It could be a piece to the puzzle that would help everything fit together. You will be asked about your family history, social history, and what has been tried and helped, or failed. Provide your practitioner with your prior test results, medication list, and supplement list. There will be a physical exam. Near the end of your appointment, you and your practitioner will set up a treatment plan, and you will be given instructions on how to execute it.

This first appointment is booked at two hours, but our practitioners give all the time needed. We suggest you eat before your appointment, or bring snacks with you. Due to the length of the initial consult and the amount of information provided, it is highly suggested you bring someone with you to help take notes, a note pad, or ask the front desk before your appointment to have the appointment recorded. This recording is a free service provided to our patients.

After the appointment your Medical Assistant (MA) will go through your patient instructions, and gather your test kits or lab slips, and get those ready for you. They will check which pharmacy you would like your medications called into.

You will finish your check out process by collecting any supplements recommended. You can also order the supplements online through our [Gordon Medical Pharmacy](#), for GMA patients only. Your MA will load the names of any recommended supplements into your account online, so that you know exactly what to order, but there are also many other options you can get, such as personal care products, and even health care for your pets.

Make a follow up appointment as instructed per your patient instruction sheet. This part is very important, as our practitioners are booking in advance. Follow up appointments are generally 30-45 minutes, every 4-6 weeks for the first 6-12 months, as you adjust to your new

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treatment plan. Once you and your practitioner feel you are stable on treatment, the appointments will be further apart, possibly as far as once a year.

Follow up appointments can be done in office, by phone, or by SKYPE. They all have CPT codes that can be provided for your insurance company. If you are prescribed scheduled medications (narcotics and certain other medications) you will be required to come to the office every two months for a check in and new prescriptions.

Now comes the part that can be confusing. You leave the office with two plus hours of information in your head. You have your supplements, test kits, lab orders, and a patient instruction sheet. You get home, and realize you have forgotten to tell the practitioner something, or you have questions on what to start first, or you try something, and it doesn't go well, and you need guidance. This is where your MA is invaluable. They are the go between for you and your practitioner, willing to help and get you answers.

You can call or email your MA regarding your questions or concerns. Please limit these contacts to three a week, as we have a lot of patients, and only three medical assistants. If the phone calls or emails become excessive or lengthy, or the practitioner has to open your chart for answers, we charge a minimal fee for them, depending on the practitioner's time spent on the email or call. Fees for these contacts on request.

It is suggested you start the treatment protocol as soon as possible. Get your labs and test kits drawn within the week of your visit, unless your practitioner has instructed you to do otherwise. Most labs drawn from Quest or Lab Corp will take up to a week to get results, whereas most test kits that need to be shipped to a specialty lab can take 4-6 weeks to get results.

As you start new protocols, keep track of when you start, and how you respond. A small notebook, a calendar, or a file on your computer can be used. If you don't keep track of how you respond, it can be easy to forget when you see your doctor a month later. These notes can



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be helpful in figuring out medication or supplement reactions, which are not always as simple to identify as we would like. It can also show signs of improvement that you may not notice as things get better. It can be much easier to pay attention to pain and discomfort than to an easing of those problems. Keeping track of how you are feeling can give a lot of information as to what is happening. Bring your notes to your follow up visit to help you remember what you want to tell your doctor.

Please be aware that our office is not an emergency or urgent care facility. We will assist you as best we can, but during business hours, if your practitioner feels you need urgent care, you will be asked to go to your local emergency department or urgent care facility. If during the time we are closed, you are presented with an urgent need or concern (with your health, **not** prescription refills - refills are only provided during business hours, so plan ahead) you can call the office and leave your number on the pager. The practitioner that is on call will respond to pages until 10pm, and then again in the morning before business hours.

NOTE: IF YOU FEEL YOU ARE HAVING AN EMERGENCY PLEASE CALL 911 OR GO TO YOUR LOCAL EMERGENCY DEPARTMENT OR URGENT CARE FACILITY.

To be a successful patient, it is also suggested you stay connected; stay in contact with your practitioners through scheduled follow up appointments, look at our [website](#), join the [Gordon Medical Blog](#) to receive updates, follow us on [Pinterest](#), or join a [Lyme support group](#). These resources will give you insight on how to be successful with your health care needs and will introduce you to other patients who have been down this road which can give you support and feedback for healing.

We hope you have a wonderful experience in our office and look forward to walking with you down your healing path and being part of your healing process!

All the Staff at Gordon Medical Associates

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