

Client Bill of Rights

YourNaturalSolutions, LLC

As of 04/07/14

Each provider must provide the client with a written copy of the Client Bill of Rights before any consultation, and must post a copy in a prominent position in their office.

The Client Bill of Rights must include:

- (1) YourNaturalSolutions LLC is registered as a Michigan business under the following address:

3000 Woodland Hills Dr., Apt. 27

Ann Arbor, MI 48108

(503) 308-2398

- (2) Who we are:

Katrina Bradbury is the sole proprietor of YourNaturalSolutions, LLC. Her qualifications are as follows: B.A. in Medical Botany. Certified Wellness Coach & Certified Holistic Nutrition Consultant from the American College of Healthcare Sciences (2012).

"THE STATE OF MICHIGAN HAS NOT ADOPTED ANY EDUCATIONAL AND TRAINING STANDARDS FOR UNLICENSED COMPLEMENTARY AND ALTERNATIVE HEALTH CARE PRACTITIONERS. THIS STATEMENT OF CREDENTIALS IS FOR INFORMATION PURPOSES ONLY. The practices of an unlicensed complementary and alternative health care practitioner do not constitute a diagnosis from a licensed physician, chiropractor, or acupuncture practitioner. If a client desires a diagnosis from a licensed physician, chiropractor, or acupuncture practitioner, or services from a physician, chiropractor, nurse, osteopath, physical therapist, dietitian, nutritionist, acupuncture practitioner, athletic trainer, or any other type of health care provider, the client may seek such services at any time.

- (3) A complementary and alternative health care client has the right to file a complaint with the owner. Please contact the owner, Katrina Bradbury, at the office address listed above. Any complaint will be fairly acknowledged and investigated promptly. A refund of payment may be considered.

- (4) Payment of fees: Fees are \$75 for the first initial consult, and \$60 per hour after that. Half-

hour check-in's are available for \$25. Appointments can be made weekly, bi-weekly, or monthly as determined and shown under "services". Health insurance is not available to pay for these services, and it is the sole duty of the client to make sure payment is up to date (monthly) to continue receiving services. Services may be immediately terminated if payment is halted. Payment can be made online via paypal, credit card, or personal check and cash.

(5) If the client cannot pay for the services they'd like, they may apply for a discount in the form of a sliding scale. This is a private agreement between the client and health provider that, once approved, allows them to continue services at a lower cost. This is to be decided by Ms. Bradbury, at her discretion when appropriate.

(6) The client has a right to reasonable notice of changes in services or charges.

(7) YourNaturalSolutions is a wellness coaching business where clients can obtain a personalized plan for changing their life and their health through better nutrition, supplements, and lifestyle modifications. Our mission is to help people learn to manage their own health through better self-care and the healing power of nature. Most of the time, this is a frank discussion about diet and nutrition, the addition of supplements for special needs or to fill in nutritional gaps, and lifestyle changes such as yoga, meditation, biofeedback, and more. The client has the right to expect safe suggestions, and any complaint or problem with their plan will be dealt with promptly at no extra charge to the client. The health provider should be able to expect complete honesty regarding diet and daily habits.

(8) Notice that the client has a right to complete, and current information concerning, the practitioner's assessment and recommended course of treatment, including the expected duration of treatment

(9) Clients may expect courteous treatment and to be free from verbal, physical, or sexual abuse by the practitioner. Clients have the right to expect respectful treatment regardless of age, gender, religion, or any other factor that is not relevant immediately to health.

(10) Client records and transactions with the practitioner are confidential, unless release of these records is authorized in writing by the client, or otherwise provided by law. Privacy laws are HIPAA compliant.

(11) The client has the right to be allowed access to records and written information from records in accordance with section 144.335.

(12) A statement that other services may be available in the community, including where information concerning services is available. Referrals to other health practitioners (like massage therapists or acupuncturists) may be suggested in order to fully benefit from complementary and alternative medicine options.

(13) The client has the right to choose freely among available practitioners and to change practitioners after services have begun, within the limits of health insurance, medical assistance, or other health programs.

(14) A statement that the client has a right to coordinated transfer when there will be a change in the provider of services.

(15) A statement that the client may refuse services or treatment, unless otherwise provided by law.

(16) A statement that the client may assert the client's rights without retaliation.

(17) The client must sign a written statement attesting that the client has received the complementary and alternative health care client bill of rights before any service is provided.