

Lakeside Holistic Health, PLLC

We are dedicated to bringing the highest quality personalized holistic health care to the Inland Northwest, which includes Acupuncture, Chiropractic, Naturopathic, and Functional Medicine. Our mission is to provide compassionate care, reliable information, and educational resources to assist you in your individual journey to health and wellness.

Introductory Patient Information

Coeur d'Alene, Idaho

518 North 4th Street
Coeur d'Alene, ID 83814
tel (208) 758-0568
fax (208) 765-4660

Liberty Lake, Washington

21651 East Country Vista Drive Suite F
Liberty Lake, Washington 99019
tel (509) 385-0218
fax (208) 765-4660

www.LakesideHolistic.com
contactus@lakesideholistic.com

Provider Qualifications

Pamela Langenderfer, ND, LAc, MSOM, FABORM

Dr. Langenderfer attended the National College of Naturopathic Medicine or NCNM where she received her Doctor of Naturopathic Medicine or ND, and her Master of Science in Oriental Medicine or MSOM degrees. Dr. Langenderfer is a board certified Naturopathic Doctor, and a Licensed Acupuncturist. Dr. Langenderfer is also certified by the American Board of Oriental Reproductive Medicine or FABORM for the use of Acupuncture and Oriental Medicine in the field of reproductive health. Dr. Langenderfer is licensed in both Idaho and Washington.

Jerry L. Bailey II, MS, DC, CAc, FIAMA

Dr. Bailey holds a Doctorate of Chiropractic from Western states Chiropractic College. He graduated with clinical honors from the colleges Outpatient and Student Health Clinics. In addition he holds a Bachelor's Degree in Health and Fitness in Preventative and Rehabilitative Prescriptive Programming, and Human Nutrition. Dr. Bailey has Fellowship status from the International Academy of Medical Acupuncture which he attained in 2007, and a Masters Degree in Human Nutrition and Functional Medicine. Dr. Bailey is a board certified Chiropractic Physician, and a Certified Acupuncturist in the state of Idaho.

Scope of Practice

Our goal at Lakeside Holistic Health, PLLC is to provide you with the highest level of personalized care. We are committed to helping you achieve optimal health by offering Acupuncture, Chiropractic Care, Naturopathic Care, Functional Medicine, IV Therapy, and Family Medicine services.

Acupuncture Treatments & Services

Acupuncture is performed by the insertion of needles through the skin at certain points to treat bodily dysfunction(s) or disease(s), to modify or prevent pain perception, and to normalize the body's physiological functions. Lakeside Holistic Health, PLLC only uses disposable acupuncture needles. There may be adverse side effects such as local bruising, minor bleeding, fainting, pain, or discomfort, lung puncture (pneumothorax), broken needle, infection, needle sickness, and the possible aggravation of symptoms existing prior to acupuncture treatment.

Cupping Cupping is used for pain relief, upper respiratory infections, asthma or to stimulate an acupuncture point. There may be adverse side effects such as local bruising, pain, fatigue, or aggravation of symptoms existing prior to treatment.

Moxibustion

Chiropractic Treatments & Services

Chiropractic Spinal Manipulations Dr. Bailey's background allows for a unique perspective that is based on active rehabilitation. There may be certain adverse side effects; muscle soreness or achyness and the possible aggravation of symptoms existing prior to treatment.

Superficial heat and cold therapies, and physiotherapies

Family Practice

Healthcare for people of all ages, including diagnosing, prescribing, ordering labs and other tests, preventive exams and screenings, and nutritional guidance.

Functional Medicine

Functional medicine addresses the whole person, and looks to address underlying causes, not just symptoms. Functional medicine focuses on lifestyle and prevention, and functional medicine practitioners spend time with their patients, listening to their histories and considering genetic, environmental, and lifestyle factors that can influence health. Functional medicine practitioners may use prescription medications, as well as nutraceuticals, vitamin/mineral/herbal supplements, specialty lab tests, mind/body approaches, and nutritional therapies.

Primary Care

Some patients have a primary care provider (PCP) that they would like to retain, while seeing our providers for a holistic and functional medicine approach, while some patients may have our providers as their primary care provider. We are happy to provide care in either situation, and happy to coordinate with patients' other providers if the patient wishes.

INSURANCE NOTE: Some insurance plans pre-select "primary care providers" for their members, and will only pay for wellness exams/annual exams/annual preventive exams through those approved providers, even if our providers are an "in network" provider for other visits.

Our providers provide health care for people of all ages, including diagnosing, prescribing, ordering labs and other tests, preventive exams and screenings, and nutritional guidance. We will work with you during your visit to establish a plan for achieving your health goals.

Well child check or Annual Preventive Exam for Children

We see patients of all ages for both prevention and treatment of acute and chronic problems. We recommend that children are seen by their pediatric provider for well child checks. We refer children in need of immunizations to their pediatrician or the health department.

IV Therapies

IV nutrient therapy is the process of giving vital nutrients to the body via the bloodstream by accessing a vein in the arm with a small needle. The nutrients are administered in a bag that is dripped slowly taking as little as 45 minutes and as much as 4 hours, depending on the solution being given. Most IV drips take one to two hours.

Supplementation

Vitamins, Herbs, Homeopathics and other natural substances Natural substances may be recommended. Patients must follow the directions for administration and dosage. Occasionally patients may experience certain adverse side effects. With any problems associated with these substances, patients should suspend taking them and call Lakeside Holistic Health as soon as possible.

Specialty Lab Assessments

Food Allergy testing, Saliva Hormonal testing, Detoxification Profiles, Comprehensive Stool Analysis, Urine Heavy Metals testing, Candida Testing, Organic Acid Testing.

Other treatments & services in our Scope of Practice that we do not offer at this time;

Dermal Friction Technique, East Asian massage and Tui na, Electro-acupuncture, Acupressure Breathing, Relaxation, and East Asian exercise techniques, Infra-red, Laserpuncture, Point Injection Therapy, Qi gong, and Sonopuncture

Billing & Insurance Information

Cash Payment

If you do not have health insurance that offers coverage for the type of provider you are going to see (Naturopathic, Chiropractic, or Acupuncture), payment in full is expected at the time of service. We accept cash, check, and Visa and Mastercard.

Insurance

Lakeside Holistic Health, PLLC accepts most insurance plans. If we are contracted with your insurance carrier, and your plan covers acupuncture, chiropractic, and/or naturopathic please be prepared to pay any co-payment, co-insurance or deductible at the time of service. It is your responsibility to know what your insurance benefit covers, and what your payment portion may be. Your insurance coverage for acupuncture, chiropractic, and naturopathic services is determined by your contract with the insurance carrier. We are happy to submit insurance claims when coverage is available with insurance carriers that we are contracted with.

Medicare, Medicaid and Supplemental Insurance

We do not accept Medicare, Medicaid, or any Medicare or Medicaid supplemental insurances. Lakeside Holistic Health, PLLC and all our providers have opted out of Medicare, and Medicaid. When a provider opts out of Medicare and Medicaid, no services provided by that provider are covered by Medicare, or Medicaid. Additionally, no payment may be made to a beneficiary for items or services provided by a provider who has opted out of the program(s). Because of this, no courtesy claim or patient submitted claim is allowed.

Responsibility as a Patient

We encourage you to review the benefits and requirements of your specific insurance plan. Lakeside Holistic Health, PLLC contracts with multiple insurance carriers and each carrier may have several different plans and/or policies. Your health plan may make you responsible for co-pays, co-insurance, deductibles and non-covered services. Lakeside Holistic Health, PLLC is contractually obligated to collect these amounts. These amounts are due at the time of service. Any quoted insurance benefit is not a guarantee of coverage, and YOU are financially responsible for all charges incurred.

We may ask to review your insurance card at each visit to ensure that we have the most up to date information, including your address and phone number. If there are discrepancies, we will update the information and scan a copy of your insurance card. The purpose of this process is to better serve you and alleviate any unnecessary billing problems.

Please Note: Employers update their insurance plans and/or benefits each year, usually from October through December and June through July in the Eastern Washington and the Idaho Panhandle area. Please be sure to notify Lakeside Holistic Health, PLLC of any new insurance changes.

Monthly Statements

To assure patient privacy, as well as to comply with possible future requirements of the Health Insurance Portability and Accountability Act (HIPAA), Lakeside Holistic Health, PLLC enters each patient with their own account in our patient management system. This means that for every member in your family with an open balance, a separate billing statement will be received. We understand there are circumstances that may require an extended payment plan. In order to avoid interest charges, and possible collections please contact our office if an extended payment plan is needed. We will gladly work with you to arrange a satisfactory payment plan.

Courtesy Billing

Another way we can ensure patients receive excellent customer service is by offering a courtesy billing service. This service submits a one time billing per claim to your insurance company on your behalf. It will be the patient's responsibility to follow through on any requests that the insurance company solicits. It is important to understand that you will be paying in full at the time of service, and your insurance company will reimburse you directly. This service is only used when we are not contracted with your insurance carrier. Restrictions do apply. This service does not submit to Medicare, Medicaid, United Healthcare, or Supplemental insurance coverage.

Initial Visit

Practice Policies for Patients

Your initial visit will include a 60 minute medical consultation with your provider. This is a very comprehensive and detailed appointment. Please come prepared with all the intake documents completed and any additional information gathered you feel appropriate. Please arrive 15 minutes prior to your appointment time for the check in process.

Confirmation & Cancellation of Appointments

You will receive a phone call from us confirming your appointment the day prior to your scheduled appointment. Due to the overwhelming requests for appointments there is a 24 hour cancellation policy. Your appointment must be cancelled at least 24 hours prior to your scheduled appointment or you will be charged \$50.00. You may cancel your appointment by calling the office, if calling after hours please leave a detailed message.

Website

Information about Lakeside Holistic Health, PLLC and all relevant patient forms are available through our website, www.LakesideHolistic.com.

Email

Lakeside Holistic Health, PLLC provides patients the opportunity to communicate with their providers, and administrative staff by e-mail. Transmitting confidential health information by e-mail, however, has a number of risks, both general and specific, that should be considered before using e-mail. It is the policy of Lakeside Holistic Health, PLLC that all e-mail messages sent or received which concern the diagnosis or treatment of a patient will be a part of that patient's protected personal health information and will treat such e-mail message or internet communications with the same degree of confidentiality as afforded other portions of the protected personal health information. Lakeside Holistic Health, PLLC will use reasonable means to protect the security and confidentiality of e-mail or internet communication. We cannot guarantee the security and confidentiality of email or internet communication.

Pharmacy & Refills

In our effort to serve you in a timely, compassionate, and efficient manner we offer you access to our virtual pharmacy. Unfortunately, not all items are available on the virtual pharmacy. For our in house pharmacies we ask that you give us 72 hours to fill your order. Please plan accordingly so there is not a lapse in your treatment plan.

Thank you so much for the opportunity to serve you on your journey to optimal health & wellness! We look forward to providing you the highest quality holistic health care!!