

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, 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 achiness 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.

Supplementation

Vitamins, Herbs, Homeopathic Remedies 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

Practice Policies

Cash Payment

Payment in full is expected at the time of service. We accept cash, check, and Visa and Master Card.

Courtesy Insurance Billing

As a courtesy to our patients we are contracted with and accept most insurance plans that offer benefits for Naturopathic, Chiropractic, and Acupuncture. If we are contracted with your Insurance carrier, and your plan offers the benefit coverage for the nature of your visit, we are happy to submit the insurance claim to your insurance company on your behalf. At the time of the visit you are expected to pay any copayment, coinsurance, or deductible portion that may be due by the patient. It is your responsibility to know what your specific benefit plan covers and what your estimated out of pocket expense will be.

***NOTE:** If we are contracted with your insurance carrier, and listed as a “Preferred Provider” this does not indicate that you have a medical benefit that will cover Naturopathic, Chiropractic, or Acupuncture. We encourage all of our patients with insurance to contact their Member Services department and understand the details of the specific benefit coverage, and estimated out of pocket expense that you will be expected to pay Lakeside Holistic Health, PLLC. It is ultimately the patients financial responsibility for all treatments and services performed by Lakeside Holistic Health, PLLC.*

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.

Initial Visit

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.

Appointment Confirmation

You will receive automated phone calls, texts, and an email from us confirming your appointment(s).

Patient Statements

You may receive a monthly statement for any amount that is your responsibility to pay. If we have billed your insurance, and they have not covered your treatment/service how you expected they would, please call your insurance company before calling Lakeside.

Your Insurances Member Services department will be able to answer any potential questions that you have about your insurance coverage and insurance processing much better than we can.

Please contact us if we need to resubmit a claim for you, or if any correction needs to be made. We are happy to help in any way that we can. 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 ask that you pay your statement as soon as possible within 30 days. We understand that there are circumstances that may require a payment plan. Please contact us immediately to let us know how we can help. If you have an outstanding balance and are in a course of treatment, or need to come in you will be expected to pay the full price of your visit/treatment/service, not to be greater than your outstanding balance. If you receive more than 2 statements with no communication or payment made to Lakeside Holistic Health, PLLC you will be placed on an **"Account Hold"** and your outstanding balance must be paid in full before continued care.

Supplement Refills / Rx Refills / Special Orders

Virtual Pharmacy: In our continued effort to serve you in a timely, compassionate, and efficient manner we offer you access to our virtual pharmacy! There are a few options available to maximize the service we can offer to you.

In-House Supplement Refills: However unfortunate, at this time not all items are available on our virtual pharmacies. For our in-house pharmacies we ask that you give us 48 to 72 hours to refill your items. Please plan accordingly so there is no lapse in your treatment plan!

Rx Refills: Please contact the pharmacy to request your refill before calling Lakeside Holistic Health, PLLC. If your prescription has expired it can not be refilled without an appointment with your provider. Please plan accordingly so there is no lapse in your treatment plan! NOTE: For some prescriptions (like Thyroid) lab work will need to be performed. Due to some changes in Insurance coverage, we recommend scheduling your office visit to review your prescription and lab work to be ordered prior to your current prescriptions expiration date.

As a general rule, you should plan on scheduling with your provider at least every 6 months for managed prescriptions.

Special Orders: Effective immediately - all special orders must be pre-paid, may include additional shipping and handling charges and are non-refundable/non-returnable unless through the manufacturer. (ie: manufacturer defect, etc.) Special orders are items ordered for you specifically that we do not stock in our In-House Pharmacy.

Cancellation/ No Show Policy

In our effort to provide the highest quality service to our new and existing patients we will be enforcing our Cancellation/NoShow policy. We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly "full" schedule. Our team is always available to help reschedule, and support you in any way that we can if a situation arises and you need to cancel or reschedule. We ask that you give us as much notice as possible.

NEW PATIENTS - If a New Patient appointment is not cancelled/rescheduled at least 72 hours in advance Lakeside Holistic Health, PLLC will charge a cancellation/NoShow fee that is the equivalent to the price of the visit.

EXISTING PATIENTS - If any other appointment type is not cancelled/rescheduled at least 24 hours in advance Lakeside Holistic Health, PLLC will charge a cancellation/NoShow fee.

Late Arrival to Scheduled Appointments

In our effort to provide the highest quality care to our patients we always strive keep our providers on time. Situations and Challenges do arise, however, many are due to patients running late to a scheduled appointment time. We understand that delays can happen however we must try to keep the other patients and doctors on time.

If a New Patient does not arrive at their Check In time (15 minutes prior to the scheduled appointment time) we will have to reschedule the appointment and you will be charged a Cancellation/NoShow Fee.

If an existing patient arrives 10 minutes past their scheduled time we will have to reschedule the appointment and you will be charged a Cancellation/NoShow Fee.

Cancellation/NoShow Fee's are not covered by insurance and not eligible for Health Savings Account funds either. The statement will be sent directly to you.

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 patients 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.

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!!