



3160 Steeles Avenue East, Suite 204 | Markham, ON L3R 4G9
T. 905.477.0200 | F. 905.477.0028
E. info@mnhc.ca | W. www.mnhc.ca

Dear Patient,

Welcome and thank you for choosing our practice for your care. The staff and I at **The MNHC Naturopathic & Medispa Clinic** would like to make your experience with our office a pleasurable one. I am honoured to be your physician, and I am committed to providing you with the best care I can.

The emphasis in my practice is educating and assisting the patient in making healthy lifestyle choices, as well as working up an individualized nutritional program. This program will consist of using any indicated supplements, herbs, homeopathic remedies, and other various forms of treatment. Some of these treatments will include the following, infrared sauna, acupuncture, intravenous (IV) treatment, botanical medicine, homeopathic medicine and nutritional supplements.

It will give me great pleasure to work with you on your goals, either through my own expertise or by referral to other health professionals at this health centre. I look forward to working with you, as your doctor. Please feel free to contact me if you have any concerns you may think are affecting your health. My hope is that we form a partnership to keep you as healthy as possible, no matter what your current state of health is. I will share my medical expertise with you, and I hope you will take responsibility for working towards a healthy lifestyle, that is so important to your well-being.

Sincerely,
Lorenzo Diana, ND
Doctor of Naturopathic Medicine

What is Naturopathic Medicine?

Naturopathic Medicine is a distinct primary health care system that blends modern scientific knowledge with traditional and natural forms of medicine. Naturopathic medicine is the art and science of disease diagnosis, treatment and prevention using natural therapies including botanical medicine, clinical nutrition, hydrotherapy, homeopathy, naturopathic manipulation, traditional Chinese medicine / acupuncture, and lifestyle counseling.

A Naturopathic Doctor is a primary care practitioner that seeks to restore and maintain optimum health in their patients by emphasizing nature's inherent self-healing process. A Naturopathic Doctor views the individual as an integral whole including the physiological, structural, psychological, social, spiritual, environment and lifestyle factors affecting health. Symptoms of disease are seen as warning signals of improper functioning of the body and unfavourable lifestyle habits. Naturopathic Medicine emphasizes disease as a process rather than disease as an entity. The primary goal is to treat the underlying cause of the disease. This approach has proven successful in treating both chronic and acute conditions. Treatments are chosen based on the individual patient, not based on the generality of symptoms.

Naturopathic doctors can also complement and enhance health care services provided by other health care professionals. They cooperate with other branches of medical science referring patients to other practitioners for diagnosis or treatment when appropriate. Naturopathic Doctors provide patients with a truly integrative form of health care.

What you can expect on your visits with a Naturopath?

The initial consultation is a thorough intake covering your chief concerns in detail, as well as reviewing your medical and family history, general lifestyle, exposure to environmental hazards, stress levels, personal goals, diet, sleep habits, energy etc. In order to have a complete assessment, a complaint oriented physical may also be included in this visit. This visit takes approximately half an hour. During this visit a personal treatment plan will be initiated to facilitate your healing process. Follow-up visits are required to further tailor and customize this treatment plan based on test results and additional information. If you have completed any blood tests, it would be appreciated if you could bring these tests to your visit. Your naturopathic doctor may also order other additional tests to gain a better understanding of your present condition. These tests are explained below.

Commonly asked questions?

Who should see a Naturopathic Doctor?

Anyone from newborns to the elderly can benefit from Naturopathic Medicine and at Natural Health Center we encourage preventative medicine for the entire family. All health conditions can benefit from naturopathic treatments.

How many times should I expect to see a Naturopathic Doctor in order to get better?

Every individual is different. The number and frequency of follow-up visits will depend on the severity of your condition, how long you have had it, your vitality and your dedication to getting better. Subsequent visits are extremely important so that your Naturopathic Doctor can monitor your progress, update your treatment protocol and discuss any concerns as they come up. Take the time to get better now. Look at it as an investment in your health for years to come.

What should you bring to your first visit?

You should bring your most recent blood work and other relevant testing you may have had done. Also bring a list of current medications and supplements (including brand names and dosages).

What is the difference between a Naturopathic Doctor and a Medical Doctor?

Both are Doctors trained to diagnose the same conditions. Naturopathic Doctors (ND's) complete 3 or 4 years of pre-med training (usually achieving a bachelor's degree) and then have 4 years of training at an accredited naturopathic medical college. ND's must successfully complete North American and provincial board exams prior to being granted licensure. ND's in Alberta and Yukon are in the process of becoming licensed.

Medical Doctors use pharmaceuticals and surgery to treat patients and relieve symptoms, while ND's use a multi-faceted non-drug, non-surgery approach to your health care. Using the most advanced technology available for diagnosis and treatments, ND's look at the patient's health history and lifestyle and treat the individual using methods such as supplements, nutrition, herbs, homeopathy, acupuncture and other non-drug alternatives. ND's work with you to make healthy lifestyle changes in order to prevent chronic disease.

How are Naturopathic Doctors trained?

Naturopathic Doctors take a minimum of three years premedical studies at university, followed by four years of specific training at a recognized college of naturopathic medicine. The education encompasses basic medical sciences, naturopathic philosophy and therapeutics, and 1500 hours of supervised clinical experience. There are six accredited naturopathic medical schools in North America:

- The Canadian College of Naturopathic Medicine (Toronto, Ontario)
- Boucher Institute of Naturopathic Medicine (New Westminster, British Columbia)
- Bastyr University (Seattle, Washington)
- National College of Naturopathic Medicine (Portland, Oregon)
- Southwest College of Naturopathic Medicine (Scottsdale, Arizona)
- University of Bridgeport College of Naturopathic Medicine (Bridgeport, Connecticut)

Graduates from these institutions receive a Doctor of Naturopathic Medicine (ND) degree or diploma. In regulated (licensed) provinces and states across North America, graduates must also pass rigorous standardized licensing exams approved by the North American Board of Naturopathic Examiners to qualify for practice. In Canada, ND's are regulated in British Columbia, Manitoba, Ontario, and Saskatchewan.

What are the types of treatments that a Naturopathic Doctor would use?

Preventative Medicine – a comprehensive assessment of an individual's health risks including diet, exercise and stress. The Doctor will then provide preventative health protocols for the patient to follow.

Nutritional Medicine – using dietary protocols, nutritional advice and supplements to heal and repair the body.

Botanical (herbal) Medicine – ND's are professionally trained herbalists and know both the historical uses of plants as well as the modern pharmacological mechanisms.

Homeopathic Medicine – small amounts of natural substances are used to stimulate the body's self-healing abilities.

Traditional Chinese Medicine – includes the use of acupuncture and Chinese herbs.

Hydrotherapy – the use of water (varying temperatures) to facilitate the healing powers of the body.

Lifestyle counseling – counseling, nutritional balancing, stress management and cognitive-behavioral therapy are used to help patients heal on a mental/emotional level.

What conditions and illnesses do Naturopathic Doctors commonly treat?

Naturopathic Doctors treat virtually all acute and chronic conditions. Many patients visit an ND when they feel that they have exhausted their options, and are extremely surprised (and grateful) to find that the ND can greatly relieve not only their symptoms but also help to remove the underlying cause of disease.

Many others see an ND as a pro-active approach to their lives. These people are not suffering from chronic conditions, but want to optimize their health and wellness and are making an effort to improve their lifestyle in a variety of ways.

Is Naturopathic Medicine safe?

Naturopathic Medicine as a primary health care profession is unusually safe, as indicated by malpractice data, insurance statistics and favorable safety records. Natural does not mean harmless, so skill and knowledge are required as with any diagnosis and treatment of health conditions.

What are the benefits of Naturopathic Medicine?

Naturopathic Doctors offer a variety of treatment options and will usually combine 2 or 3 types of treatment that will be most effective for your condition. The goals of a Naturopathic Doctor are to understand the individual health needs of each patient, to treat the underlying cause of the condition (rather than cover up symptoms) and to restore normal body function by enhancing the body's own healing abilities.

For example, if the red "warning" light is flashing on your car dashboard, you wouldn't disconnect the wires so that you don't see the red light (i.e. like taking medication for a headache instead of finding out why you have the headache in the first place). Instead, you would pull over, look under the hood and see what the actual problem is. It makes sense to approach your health in the same way!

Therefore, naturopathic Doctors must focus their efforts on understanding the unique needs of each patient. As a result naturopathic treatments are highly individualized. Patients are involved in their health program and learn to make effective, educated self-care decisions which can prevent future health problems.

What if I want to return vitamins, what is the policy?

Supplements, remedies, laboratory tests and other services are charged separately and are not included in the visit fee. There will be no refunds or exchanges on visit fees, supplements, remedies, laboratory test and other services.

What if I want to cancel my appointment, what is the policy?

A 48-hour notice of cancellation must be given or the full visit fee will be charged.

Services

Hair Analysis – The hair analysis test determines the presence of heavy metals in the body. Such heavy metals include mercury, lead, aluminum, cadmium, and many others. Nutritional deficiencies can also be revealed by conducting a hair analysis test.

Dipstick Test – The dipstick is a urine test. This test involves dipping the measuring stick in urine. The test determines the presence of bacteria, blood, sugar, Ph levels, and Vitamin C levels in the urine.

Indican – The Indican is a urine test. It measures how well your body breaks down protein. The Indican scale measures the presence of indol, a metabolic byproduct of the action of intestinal bacteria and fungus. Some conditions where your body does not breakdown protein sufficiently includes: improper production of stomach acid, adverse food reactions, parasitic infection, fungal infection, and overgrowth of bacteria, and insufficient production of digestive enzymes.

Koinsburg – The Koinsburg test is a urinary test for adrenal insufficiency. The procedure assesses for urinary chloride and gives an indirect measurement of sodium excretion. The goal is to assess sub-clinical stages of low adrenal function. The adrenal glands sit above our kidneys. They are like the body's battery and get recharged by proper sleep, lifestyle, and diet. This specific test is used to check ones adaptation to stress.

Oxidata Test – This test is a non-invasive urine test that measures the amount of free radicals or oxidants in the body. More specifically, the oxidata test is a urinary test that can be determine if your antioxidant levels are too low. The benefit of doing this test is knowing if one is getting enough antioxidants in their diets and nutritional supplements to counteract free radical damage to cells.

Sulkowich – The Sulkowich test, or calcium excretion test, provides a reflection of your body's ability to absorb and utilize dietary calcium. A urine sample is used to indicate the level of calcium your body is excreting, proper bone development, and muscle contractions.

Organ Testing – According to traditional Chinese medicine, a form of bodily energy called chi is generated in internal organs and circulates throughout the body, forming paths near the surface of the skin called meridians. This whole-body network is called the meridian system. Organ testing is conducted by stimulating an acupuncture point on the skin through skin pressure, and determines the correct flow of energy in the meridians.

Food Sensitivity Testing – Food sensitivity testing is done through bioimpedance electrodermal testing. Electrodermal testing technique involves the use of a precise electronic instrument applied to specific points to measure changes in skin resistance, in response to various test substances or medications placed in circuit with the patient. The process is rapid and painless (no needles no electric shocks). The electrodermal testing instruments can be used to determine a wide range of food/chemical/environmental sensitivities, and medication tolerance.

Saliva Testing – Salivary hormone testing provides a convenient, non-invasive method of assessing hormone levels in the body. Hormones are chemical messages that signal certain target cells in the body. They travel in your blood stream to tissues or organs. They work slowly overtime and affect many different processes including:

- Growth development
- Metabolism
- Sexual function
- Mood

- Immune system
- Menopause/Andropause

Some hormone tests may be performed by your doctor including: Cortisol, dhea, testosterone, estrogen, progesterone, thyroid function, and insulin.

Stool Analysis – A stool analysis is a series of tests done on a stool (feces) sample to help diagnose certain conditions affecting the digestive tract. These conditions can include infection (such as from parasites, viruses, or bacteria), poor nutrient absorption, or cancer. For a stool analysis, a stool sample is collected in a clean container and then sent to the laboratory. Laboratory analysis includes microscopic examination, chemical tests, and microbiologic tests. The stool will be checked for color, consistency, weight (volume), shape, odor, and the presence of mucus. The stool may be examined for hidden (occult) blood, fat, meat, yeast, fibers, bile, white blood cells, and sugars called reducing substances. The pH of the stool also may be measured. A stool culture is done to find out if bacteria may be causing an infection.

Nutritional Consulting – Healthy eating is simply common sense for some people. For many others it is a regular challenge. Almost everyone searches for ways and means to preserve their health to feel good and energetic. But, today's "grab and go lifestyle" can make a balanced diet appears out of reach. Confronted regularly with confusing mixed messages from the media, making the right choices, can get even more complicated. Although it is challenging, eating well is worth pursuing because it can help us live well. "We are what we eat," therefore poor eating habits may have a major impact on our health and quality of life. Changing lifestyle patterns, such as improving eating habits and exercising regularly, can help reduce health risks. The MNHC Naturopathic & Medispa Clinic can provide wide ranging nutritious support and information on better nutrition and disease prevention. Dependent upon personal needs and health status, this may include diet options, for weight loss, heart health, stress management, cancer prevention, or singly answer and immediate concern about health and nutrition.

Infrared Sauna – The infrared sauna is a sauna that operates at safer, lower temperatures, which make breathing more comfortable. The infrared sauna can be used to relieve pain as it produces deep, soothing penetrating heat that is easily absorbed by the body to relieve chronic pain, arthritis, bursitis, fibromyalgia, back pain, etc. The infrared sauna can also help to improve circulation, heating the body stimulates blood flow. Increased circulation boosts energy levels, promotes greater bodily healing capabilities, and improves overall health. The infrared sauna can also be used to expel toxins and burn calories. With radiant heat, you will sweat more than in an old style convection heated sauna. Radiant heat is more penetrating and more tolerable so you can enjoy it longer. Toxins and impurities are cleansed from your system while your body burns calories to produce sweating. The sauna can also be used for relaxation purposes and improve skin.

Ear Candling – Ear candling is a method of naturally clearing or drawing waxes and toxins from a person's ear. The procedure involves lighting one end of a hollow candle, and placing the other end in the ear canal. The procedure is most recognized as an effective process in removing old and troublesome blockages from the ear canal as well as removing other debris. The procedure is also beneficial for the following reasons:

- Helps remove yeast, bacterial or fungal growth
- Helps improve hearing and possible relief from tinnitus
- Improves lymphatic circulation to ear and drainage of excess fluid
- Helps regulate ear pressure and helps with vertigo
- Brings relief from sinus and head congestion
- Helps improve the ability to breathe through nose
- Facilitates flow of catarrh from head, face & nose
- Helps clear vision & eye drainage

- Helps sharpen sense of smell, taste, and color perception
- Helps reduce stress and tension

Live Blood Cell Microscopy – Nutritional microscopy is the science of qualitative blood analysis for the purpose of evaluating health at a cellular level. The test is carried out by extracting a minute amount of blood from the fingertips and placing it on a microscope slide and then observing it through two different optical modalities of a high powered microscope. Some of the results that can be determined using this method include the presence of parasites, bacteria, fungus, pH of the blood, vitamin and mineral deficiency and the absorption of fats and proteins.

Botanical Medicine – Botanical medicine is the use of plant and plant extracts for medicinal purposes. Many plants synthesize substances that are useful for the maintenance of health in humans. These substances include various aromatic and secondary metabolites. Your naturopathic doctor may select a botanical medicine suited for your health condition.

Intravenous Treatment (IV) – Is a test conducted by the giving of liquid substances directly into a vein. It can be intermittent or continuous; continuous administration is called intravenous drip. The word intravenous simply means “within a vein,” but most commonly used to refer to IV therapy. Compared with other routes of administration, the intravenous route is the fastest way to deliver fluids and nutrients throughout the body. The procedure is extremely safe and sterile and is conducted by a certified naturopathic doctor trained in intravenous treatment. The treatment is conducted by the simplest form of intravenous access is done by using a syringe with an attached hollow needle. The needle is inserted through the skin into a vein, and the contents of the syringe are injected through the needle into the bloodstream.

Detoxification – The exposure to toxic chemicals is a large source of toxic buildups throughout the body. After years of exposure to these substances, often the body can no longer keep up with eliminating these substances and they get re-circulated into the bloodstream, wreaking havoc throughout the body, or stored in the liver, body fat or many other parts of the body. The detoxification cleanses offered at the clinic are geared toward removing these toxic chemicals.

Acupuncture – Our clinic offers an experienced practitioner of the Ancient Art of Acupuncture and Traditional Chinese Medicine. Susan Fairman has studied Acupuncture Psychiatrics, a methodology that uses the extraordinary meridians of acupuncture to draw out the deepest memories of perfect health in the body. Using this “opening” method, along with standard acupuncture practices and supplementing with traditional Chinese herbs, treatment time is reduced and the overall effect for the patient is one of accelerated healing and well being. Acupuncture can be used not only for pain, but conditions like arthritis, chronic fatigue, fibromyalgia, headaches, menstrual issues, infertility, constipation, diarrhea, nervous system disorders and much more. Only prepaid packaged, sterilized, one-time use only needles are used. Usually painless and definitely natural.

Reiki – Energy medicine, which is becoming popular and well accepted, is also offered to patients of our clinic. Reiki is a Japanese “hands-on” healing methodology which is used to relax the patient at a very deep level. Susan is a Level III Reiki Master. Treatments, if consistent, promote a balancing of the nervous system. When the nervous system is balanced, disease cannot get a foothold in the body. Relaxation always precedes healing.

Esoteric Healing – Esoteric Healing is another form of “energy” work, which does not incorporate any form of touching, as it is performed exclusively to balance each of the seven major energy centres (known as “chakras” in the body), that are proven to have a direct link with the major endocrine glands governing the human body. Every disease linked with an endocrine gland that is either body (energy body) if the individual. Treatment times vary EH is usually incorporated with acupuncture for a better effect, although it can also be practiced alone. The practitioner in this clinic also has the ability to “feel”

and interpret traumas locked up in the body and images will be “seen” and dialoged with the patient for further understanding the origin of their “blocks.”

Cosmetic Acupuncture – Cosmetic acupuncture or an acupuncture facelift is a non-surgical procedure that will help rejuvenate and revitalize your whole body. It will improve blood and energy circulation, nourish your skin and increase collagen production to diminish the appearance of fine lines, wrinkles, sagging and dull skin.

For the best results, a series of twelve sessions preformed weekly or twice a week is recommended. Results are visible around the seventh or eighth session. Monthly maintenance sessions will prolong the results as will facial exercise, facial acupressure massage, a healthy diet and a balanced lifestyle. A treatment plan includes:

- Initial assessment and diagnosis
- Mini facial (cleanses and exfoliates)
- Medical and cosmetic acupuncture

What are the Benefits of Cosmetic Acupuncture? Glowing, radiant, younger looking skin. Cosmetic acupuncture will:

- Help minimize or eliminate fine lines
- Help reduce a double chin
- Help reduce frown line
- Help lift sagging skin, puffy or droopy eyelids,
- Increase collagen production
- Brighten the eyes
- Improve muscle tone and dermal contraction
- Improve hormonal balance to reduce acne
- Even facial colour and tone
- Leave you feeling refreshed, relaxed and rejuvenated

Homeopathy – Homeopathy can be effective in treating virtually any health issue, mental, emotional, or physical regardless of the origin, duration, or intensity of the condition. A well selected remedy can produce dramatic improvements both in acute and chronic conditions. Homeopathic remedies are extremely safe due to the process of extreme dilution used in preparation which renders them non-toxic and safe for everyone of all ages; from infants to the elderly including nursing and pregnant mothers. Homeopathic doctors combine the art and science of healing through the use of Homeopathic remedies but may also incorporate other therapies such as vitamin/mineral supplementation, nutritional analysis, lifestyle coaching and counseling. The initial interview with the Homeopathic Doctor lasts approximately 1.5 hours. The interview process is a very thorough session in which the Homeopath may ask many questions. These questions will range from the detailed specific symptoms of your main complaint to such things as your sleep patterns, temperament, preferences in regards to food and weather, your energy levels and overall personality and disposition etc. They will also investigate for factors that may have triggered or caused your illness such as stress, trauma, shock, and family history. This enables the homeopath to ascertain your unique case and will analyze all the information gathered to develop a specific treatment protocol suited for you. This will include the appropriate remedy and as well as suggested lifestyle and dietary modifications.

Homeopathy can be used to cure some of the following conditions:

- Depression/stress
- Emotional Trauma
- Sleep Issues

- Ear Infections
- Chronic Pains
- Arthritis
- Allergies
- Neurological Conditions
- Skin Conditions and more

Neurotransmitter Testing – Neurotransmitters are the chemical messengers that relay signals between nerve cells and are present throughout the body. Inadequate or imbalanced neurotransmitter levels can result in disrupted or distorted signals between neurons. Some of the neurotransmitters that maybe tested are the following: dopamine, gaba, eurofrain, and PEA. Some conditions which cause neurotransmitter deficiency are depression, anxiety, and attention deficit disorder.

Hypnotherapy – Hypnotherapy is a powerful tool for healing. It is the use of hypnosis to get into the subconscious mind to release old patterns, heal, and reprogram for success, health, and security. Hypnosis is a very safe, relaxing process to help adjust self-defeating attitudes and behaviors. You are always totally aware and in control. A mini session is recorded on to CD so that you can continue to effectively reprogram yourself in your own time and space. Using hypnotherapy can reprogram your obsolete belief patterns, replacing them with beliefs of success, empowerment, faith and enthusiasm. New beliefs and behaviors are programmed through repetition of positive affirmations, visualizations, and the power of suggestions.