

PATIENT INFORMATION

Service Overview

Welcome to my practice,

I am glad you have found your way to me - and that you are placing your trust in me. Over the past years, my practice has continued to evolve. My aim has been, and remains, to offer you medically sound, holistic and empathetic support that is not shaped by time pressure or system constraints.

To continue offering this level of quality, I have revised my services - both in content and structure. Below you will find the current information on services, process and fees.

If you have questions or feel unsure about anything: please send me an email or book a short orientation consultation. I will take the time to calmly clarify with you what fits your situation.

About my practice

My work focuses on **Functional Medicine**, **Nutritional Medicine**, **supportive biological cancer care** and **Chinese Medicine** - and I primarily support people who want to take an active role in their health.

I consciously chose to give up my statutory health insurance license so that I can offer you **more time, more depth and individualized care** - without appointment pressure or budget limits.

Billing & reimbursement

You will receive an **invoice according to the GOÄ (German medical fee schedule)** with an increased multiplier. In many cases, these costs can be **claimed for tax purposes**, and many **private health insurers reimburse part** of the services - especially laboratory tests.

Please note: I cannot guarantee full reimbursement by private insurers. I am happy to support you with more complex follow-up questions from your private insurer. If this requires substantial time, that time may be billed separately.

Pricing overview & appointment structure

Important: I generally bill the period that was booked - fairly and transparently. 90 min. appointment = 90 min. fee. 45 min. appointment = 45 min. fee.

Premium Check-Up (preventive)

Ideal for anyone who wants to take a preventive approach and analyze and improve their health holistically:

- › **Initial medical history - 45 minutes:** 400 €
- › **Laboratory test (blood):** approx. 500 €
- › **Stool analysis (microbiome, digestion etc.):** approx. 250 €
- › **HRV measurement (heart rate variability):** 100 €
- › **Results consultation & individual health plan - 45 minutes:** 400 €

Total investment: approx. 1,650 €

This check-up is particularly suitable for people without acute symptoms who want to take their health to a new level - with professional analysis and a concrete action plan.

Introductory and consultation appointments

These appointments take place by video (Zoom).

- › **Orientation consultation - 30 minutes:** 150 €

For anyone who first wants to find out whether and how working with me is a good fit. We look at your starting point together, I provide an initial medical assessment and a concrete recommendation for your next step. For chronic or long-standing symptoms, the 90-minute Health Strategy Consultation is the right starting point.

- › **Vaccination consultation for parents - 30 minutes:** 150 €

For parents facing a specific vaccination decision for their child. We clarify whether the vaccination is necessary, how you can make the decision and how tolerability can be supported. A medical assessment, not a judgment: the decision remains yours, and the vaccination itself continues to take place with your pediatrician.

If it is technically not possible for you to join a Zoom call, the appointment can also take place by phone.

Guidance for choosing an appointment

If you are not sure whether your situation calls for a **complex initial consultation (90 min.)** or a **compact check-up (45 min.)**, feel free to book the **30-minute orientation consultation (150 €)** - then we will find the right starting format together.

How appointments take place

Most appointments take place **conveniently online by video consultation**. If you would prefer to come to my practice in Hamburg in person, this is also possible by arrangement - please send me a short email in advance.

If you cannot attend an appointment, please let me know **at least 48 hours in advance** - by email or through the booking system. For appointments cancelled at short notice or missed appointments, I unfortunately have to charge the full amount.

What to expect

I take plenty of time for you. Together we look at your current health situation, analyze lifestyle, nutrition, stress levels and other possible factors. This forms the basis for an individual, well-founded health plan.

In more complex cases, several follow-up consultations are usually helpful. Additional costs may include:

- › **Laboratory diagnostics & technical assessments:** approx. 750-1,500 € (depending on need)
 - › **Supplements/medication:** approx. 250-500 €/month
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Special notes for cancer patients

A cancer diagnosis changes many things. Many of my patients look for additional medical support during this phase of life - and I would like to offer you that support.

- › The co-treatment and supportive care of oncological diseases is one of the focuses of my practice.
- › After the detailed initial consultation (90 min.), I generally recommend **one 45-minute appointment per week** during the first six weeks.
- › In the following six weeks, **additional 45-minute appointments approximately every 14 days** are usually helpful, depending on your individual course.

- › Please note: diagnostics, therapeutic recommendations and supportive substances can lead to significantly higher costs in the case of cancer than with other conditions.

If you have questions or feel unsure, please get in touch. This kind of support is very close to my heart.

Notes

1) **Questions from private insurers & reimbursements:** Health insurers are increasingly asking detailed follow-up questions. I am happy to help you - simple adjustments can be clarified in a phone call; if more extensive work is required, I bill the additional time separately. Please contact me briefly for this; such short phone calls are billed as described under point 4.

2) **Initial consultation:** You can choose between two formats:

- › **90-minute Health Strategy Consultation** - for complex cases, chronic conditions and long-standing symptoms
- › **45-minute Compact Health Check-Up** - for prevention-oriented patients seeking orientation without acute symptoms

3) **Infusions:** 75 € flat fee - including setup, solution and accessories. The active ingredient (for example iron) is billed separately.

4) **Phone calls:** Short phone calls (for example for laboratory preparation) are billed at 50 €. If a call takes significantly longer, I adjust the fee accordingly. These 10- to 15-minute calls are available only to existing patients.

Treatment agreement

By booking an appointment, you agree to the terms listed above.

Place, date: _____

Signature: _____

I look forward to accompanying you for part of your path toward a new quality of life.

Warmly,

Bastian Hölscher

Contact

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