

TIMELINE

Treatment begins by downloading, printing, completing, and scanning the new patient form in a PDF file to info@mensahmedical.com. Forms may also be returned by fax at (630) 791-9554 or USPS to 4200 Commerce Ct. Suite 100, Lisle, IL, 60532



Within 2-3 business days of receiving the forms, a clinical coordinator will contact the patient to set up the initial appointment, and an “invite” will be sent to activate their HIPAA-compliant Elation Passport portal. For telehealth appointments, a link will be provided to access the doctor’s virtual waiting room.



On the day of the appointment, new patients will first meet with a nurse, via telephone, to conduct an extensive health history and to answer any preliminary questions. Upon completion, the patient will hang up to await the doctor’s call or be directed to their virtual waiting room for the consultation. At the conclusion of the appointment, the doctor will determine what testing is needed to create the personalized nutrient protocol.



A lab requisition will be sent to Direct Healthcare Access (DHA), who in turn will contact the patient within 48-72 hours to guide in the process of completing the labs ordered. Patients should complete all testing within 30 days of the consultation.

****IMPORTANT*** NO supplements are to be taken 12-24 hours prior to any blood/urine test ordered. Patients can remain on medications prescribed by their Primary Physician*



Once all testing has been completed and returned to our Clinic (except the Hair Element test) the results will be placed in the doctors’ queue to be addressed. Please be aware that it may take upward of 8 weeks for the protocol to be written. Once completed, the protocol and test results will be uploaded through the Passport portal.



Upon receipt of the protocol, and prior to starting the nutrients, patients should contact the clinic to schedule a 45-minute result consult with a nurse (included in the fee). They will review the lab testing and instruct the patient on how to begin taking their supplements.



Once a month for the first six months, we ask patients to complete a progress report through their Passport portal.



After complying with the full therapeutic dosage for six months a follow-up appointment will be needed. This treatment process will continue on a six-month basis until yearly visits are deemed sufficient. This allows our doctors to continue to access, guide, and track the patient’s progress.