



ReGenesis



NEW

BHRT | TRT MEMBERSHIP PROGRAM 2024-2025

Some exciting changes are happening with our program.
All the details are inside!

BHRT | TRT MEMBERSHIP

Program Description – What’s New?

- The BHRT | TRT Membership Program is a new and exciting way for our clients to achieve their optimized health and well being through hormone replacement therapy.
- The new program will allow you to schedule/reschedule your consultations online through our secure, electronic medical record (JaneApp), download lab requisitions, and have access to your clinical consultants when necessary.
- Lab Requisitions have a one year expiry date.
- Payments will be debited monthly from your credit card on file. A lower monthly payment will be easier than higher annual or quarterly payments.
- The cost of BHRT | TRT programs are not changing.

Eligibility

- New clients may be enrolled in the program if they meet the requirements.
- Existing clients who are on a current BHRT or TRT program will be automatically enrolled in the new membership program.

Commencement Dates

- New clients starting the program will begin once you have had an initial consultation, your bloodwork has been completed and reviewed with your provider.
- Existing clients on quarterly follow up plans will start either in October, November, or December 2024.
- Clients on the semi-annual program will have the ability to schedule appointments and attain lab requisitions in October, but membership enrolment and monthly payments will only commence once you have your annual anniversary date.

Payments and Requirements

- Monthly payments will be debited automatically from the credit card on file.
- All BHRT or TRT clients are required to have an active credit card on file.
 - Clients without a credit card on file will be required to pay the Full Yearly Amount of the BHRT program upfront at their next appointment.
- Missed payments may result in removal from the program.

Membership Fees

- **New Client Starting Program - First Year- (effective Nov. 15, 2024) is \$ 1050 per year.**
 - Initial (ONE TIME) Payment of \$375 which is due following your initial consultation. This fee covers your enrollment, the initial consultation, the lab requisition, analysis of your results, follow up review of the results and development of your customized treatment plan.
 - Nine (9) equal Monthly Payments of \$75 will commence in month 4 and fees will be debited on the 15th of each month.
- **Quarterly Program - Second Year+ - is \$900 per year.**
 - Twelve (12) equal Monthly Payments of \$75 will be debited on the 15th of each month until you switch to the semi-annual program (payment change to \$50 monthly) or discontinue the program.
- **Semi-Annual Program - Second Year+- is \$600 per year.**
 - Twelve (12) equal Monthly Payments of \$50 will be debited on the 15th of each month unless you switch back to the quarterly program (payment change to \$75 monthly) or discontinue the program.

Other Fees and Charges

- NSF fee is \$35.
- Prescription Renewal without bloodwork completed is \$50.
- 24 hour notification is required for appointment cancellation - \$50 fee for missing appointments without 24 hour notice.
- \$175 fee will be applied if bloodwork is completed outside of your scheduled program dates.



COSTS AND TIMELINES

Pricing

Our BHRT program is priced similar to other memberships where by annual fees are collected. We have two different membership plans that have been in effect since the launch of BHRT in 2021. In the past an initiation fee was collected, with the balance of the annual fees broken into three equal payments which were due at the time of quarterly follow up. Going forward, payments will be collected monthly.

New Client Program \$1050 for the first year

New Clients starting the program will have the following payment requirements:

1. Initial (ONE TIME) Payment of \$375 which is due following your initial consultation. This fee covers your enrollment, the initial consultation, the lab requisition, analysis of your results, follow up review of the results and development of your customized treatment plan.
2. Nine (9) equal Monthly Payments of \$75 will commence in month 4 and fees will be debited on the 15th of each month.

Quarterly Program \$900 for the second year

New Clients starting the program will have the following payment requirements:

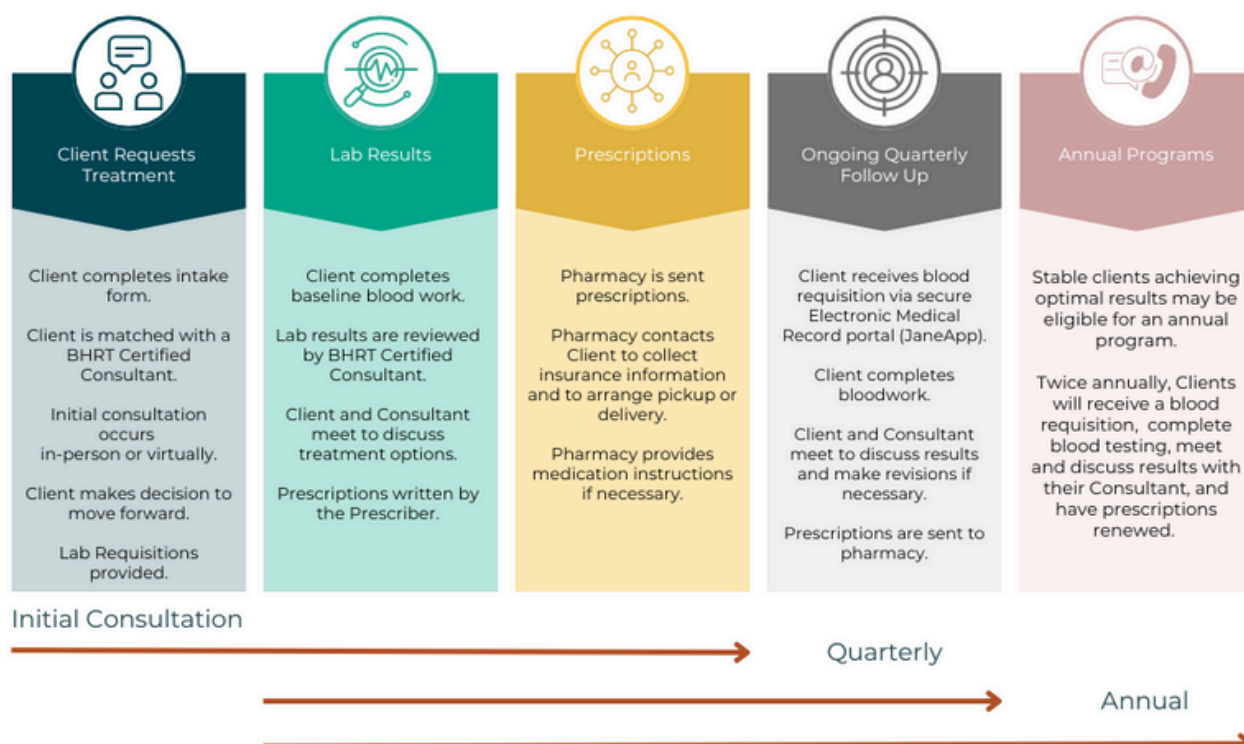
1. One Time \$375 Start up Fee, due at the time of your first consultation.
2. \$75 monthly payments commence in month four (when your first quarterly follow up is due) and will be collected on the 15th of each month..

Semi-Annual Program \$600 per year once you meet criteria

Existing Clients currently on the semi annual program will automatically be enrolled in the membership program beginning on their annual anniversary month. The payment requirements include:

1. Twelve equal monthly payments of \$50, collected on the 15th of each month.

Treatment Timelines





HORMONE OPTIMIZATION FREQUENTLY ASKED QUESTIONS

Program Description

Bio-identical Hormone Replacement Therapy (BHRT) or Testosterone Replacement Therapy (TRT) is a medical approach restoring hormonal balance using hormones identical to those naturally present in our bodies. This safe and personalized treatment helps alleviate symptoms related to hormonal imbalances, such as fatigue, mood swings, and reduced vitality. BHRT aims to optimize well-being by replenishing hormones in a way that aligns with the body's natural processes, promoting a healthier and more balanced life.

1. What can I expect when I arrive for my initial BHRT consultation?

During the initial consultation for Bioidentical Hormone Replacement Therapy (BHRT), the comprehensive \$375 initial consultation fee will be applied. At the three month follow up, equal payments of \$75 per month will be debited from your credit card on file. The initial consultation encompasses a 60-minute session that delves into a thorough examination of the individual's medical history and current medications. The process further involves organizing necessary blood work and meticulously interpreting the results. The consultation culminates in the development of a customized plan, and if required, prescriptions tailored to address specific hormonal needs will be provided. This holistic approach ensures a comprehensive understanding of the patient's health profile, enabling the formulation of an effective BHRT plan.

2. Are the prescriptions covered in the cost of the program?

The program does not cover the expenses associated with prescriptions. However, if you have health insurance, many carriers offer benefit plans that can help offset the costs of medications.

3. Will my insurance cover the cost of the program?

Please contact your insurance company directly regarding eligibility.

4. Why are quarterly follow-ups required?

The primary purpose of these follow-ups is to compare the current results with those from previous assessments, allowing for a detailed analysis of progress. This iterative process enables your consultant to make any necessary adjustments to the treatment plan, including changes to existing prescriptions or the provision of new prescriptions tailored to individual hormonal requirements or desired outcome. The consultation extends beyond prescriptions, offering ongoing recommendations to guarantee continuous and personalized care.

5. When is it possible to move to the annual program?

Once you have been on the program for one year and have attained an optimized state, characterized by stability in your bloodwork, and no changes in your prescription(s), you may become eligible to transition to the annual program. The decision to shift to the annual program is a collaborative one between you and your consultant.



HORMONE OPTIMIZATION FREQUENTLY ASKED QUESTIONS

6. What makes the annual program different from quarterly assessments?

Should you opt to transition to our annual program \$600/year and 12 equal payments of \$50 will be charged to your credit card. Under the yearly program, blood work is required every 6 months, with mandatory follow-up appointments twice per year. Prescriptions will be written for a 6-month duration. In the event that you require closer follow-ups, your health status changes, or other circumstances arise throughout the year, you may be transitioned back to the quarterly program.

7. Is it possible to return to quarterly assessments after starting an annual program?

Absolutely! You can work with your consultant to switch any time. The payment schedule will be revised so that you pay the quarterly rate of \$75 per month.

8. What should be considered when preparing for follow-up bloodwork?

Preparation tips for bloodwork:

1. Contact the clinic if lab requisitions are not received at least two weeks before the appointment.
2. Fast (no food or drink, except clear fluids) after midnight the night before the scheduled bloodwork.
3. Schedule blood work for between 0700-1000am.

If you use TOPICAL testosterone:

- Apply your testosterone cream NO LATER than 3:00pm the day BEFORE your scheduled blood testing. For example, if you are scheduled for blood testing on Friday, apply the testosterone cream on or before 3:00pm on Thursday.
- DO NOT apply testosterone cream in the morning BEFORE your blood testing.
- You MAY apply the testosterone cream once the blood testing has been completed.

If you use INJECTABLE testosterone:

- Plan to have your blood testing completed the day BEFORE your scheduled injection. For example, if you are regularly inject on Monday and Thursday, you should have blood testing completed on Sunday or Wednesday.
- If bloodwork is being completed on the morning you are scheduled to inject, DO NOT inject BEFORE the blood testing. You MAY inject testosterone once the blood testing has been completed.

9. What pharmacies are used?

We collaborate with two exclusive compounding pharmacies at ReGenesis. Please be aware that we exclusively send prescriptions to these trusted pharmacies within Alberta. After a discussion with your prescriber, your prescriptions will be processed within three business days. For inquiries about prescription pick-up, delivery, etc., kindly reach out to the respective pharmacies directly:

Edmonton Location: West Block Dispensaries, 780-489-3822

Calgary Location: Scripts, 403-253-6773

10. What bloodwork is included in routine follow up appointments?

Only bloodwork that is specific to hormone replacement will be included. Cholesterol and diabetes testing will no longer be included.



HORMONE OPTIMIZATION POLICIES AND PROCEDURES

1. Membership Requirements

- The ReGenesis TRT and BHRT program operates on an annual membership basis.
- A valid credit card must be kept on file for payment processing.
- Membership payments are divided into equal monthly installments.
- Payments will be automatically deducted from the card on file on the 15th of each month.
- All members must have access to a primary care provider.

2. Payment Policy

- Members are responsible for ensuring that their credit card information is up to date and has sufficient funds available for monthly payments.
- If a payment is declined, fails, or is returned due to Non-Sufficient Funds (NSF), an administrative fee of \$35 will be charged.
- In the event of two consecutive missed payments, ReGenesis reserves the right to withdraw the member from the program. This may result in disruption or cessation of services until outstanding payments are resolved.

3. Service Disruption

- Members with outstanding payments or unpaid fees may experience a delay or disruption in their therapy services, including the discontinuation of medication shipments or appointment scheduling.
- ReGenesis will make reasonable efforts to contact members with overdue accounts to arrange payment. However, it is ultimately the member's responsibility to maintain their account in good standing.

4. Best Practice Guidelines Compliance

- Members are expected to adhere to the best practice guidelines for program delivery, including:
 - Taking prescribed medications as directed by their healthcare provider.
 - Conducting regular bloodwork as required to monitor therapy progress and safety.
 - Scheduling and attending follow-up consultations as indicated by their treatment plan.
- Failure to comply with these guidelines may affect the efficacy of the therapy and could result in temporary or permanent suspension or modification of the treatment plan.

5. Program Cancellation and Refunds

- Members may cancel their membership at any time by providing written notice to ReGenesis. However, any fees already paid are non-refundable.
- ReGenesis reserves the right to modify or terminate the membership of any member who fails to adhere to the program policies or who engages in conduct detrimental to the program's operation.

6. Privacy and Confidentiality

- ReGenesis is committed to protecting the privacy and confidentiality of its members' personal and medical information. All data will be handled in accordance with applicable privacy laws and regulations.
- Members are required to provide accurate information for their treatment and to promptly inform ReGenesis of any changes in their medical condition or contact information.

7. Dispute Resolution

- In the event of any disputes regarding membership, payments, or services, members agree to seek resolution through direct communication with ReGenesis before pursuing any formal legal action.
- If a resolution cannot be reached, disputes will be handled in accordance with applicable laws and regulations.



HARMONY IN HORMONES balance in life



CONTACT US TODAY



Phone call
587.635.3414



Email Address
contact@regenesisalberta.com



Website
www.regenesisalberta.com



Office Address
**213, 5540 Windermere Blvd.
Edmonton, AB**

