



Membership

Information Guide

Membership at Mindstream is about creating space for thoughtful, collaborative care that meets you where you are and supports where you want to go.

We built this model for people seeking something different: care that's not rushed or reactive, but reflective, relationship-based, and clinically rigorous. Our membership structure allows us to slow down, ask better questions, and build partnerships rooted in trust, not transactions.

We offer a care experience that is:

- **Collaborative:** You're an active participant in your care. We shape treatment plans together, guided by your voice, values, and goals.
- **Responsive:** Membership allows us to stay in close contact between visits, provide timely support, and adapt as your needs change.
- **Whole-person:** We consider the full context of your life—body, mind, environment, and community—and draw from both conventional and integrative tools to support your health.
- **Continuity-focused:** You're not starting from scratch every time you need care. You're supported by a team who knows you, your history, and your goals.

We believe that care should feel both clinically excellent and deeply human. Membership allows us to offer that while honoring our commitment to curiosity, collaboration, and integrity in every interaction.

Why Membership?



Flat Monthly Fee for Ongoing Care

Affordable access for individuals and families—no surprise charges for basic services.



No Phlebotomy Fees

On-site lab draw fees are included. Test costs can be billed to insurance when applicable.



Priority Scheduling for Sick Visits

Same-or next-day urgent care access when you need it most.



Request Prescription Refills Easily

Maintenance medication renewals are included for active members.



Monthly Classes & Events

Enjoy one free fitness or educational class each month—plus discounts on more.



Add Household Members for Less

Build a plan for the whole family—just \$15/month per additional member.



Free Annual Physical

Get a comprehensive wellness check each year—at no additional cost.



Discounted Services & Therapies

Save on appointments, IV therapy, metabolic testing, and movement programs with member-only pricing.



Message Your Care Team Between Visits

Follow up, ask quick questions, or share updates without booking a full appointment up to 10 messages per month.



Access After-Hours Urgent Care (8a–8p)

Evening and weekend care is available daily for urgent needs — just call or text the office line.



Get Help with Prior Authorizations

We'll manage the paperwork for medications or imaging (up to 2 included each year).



Included Paperwork Support During Visits

Disability notes, work excuses, or school forms completed during visits are free.

Who Is Membership For?

- People seeking consistent and responsive primary or integrative care
- Those managing chronic conditions and cancer with ongoing needs
- Patients wanting root-cause care for fatigue, hormones, digestion, or inflammation
- Anyone who values timely access and responsive communication
- Families looking for coordinated care under one plan
- Regular users of Mindstream services like labs, IVs, classes, or coaching

What is Not Included in Membership?

- We offer responsive messaging for simple questions up to **10 per month** during business hours. If your questions are more complex or require medical review, you may be asked to schedule an appointment.
- Injections, medications, and procedures which are provided at the office. Fees vary.
- Some paperwork, including disability, FMLA, work notes, ESA, or any other documents completed outside of a scheduled appointment, may incur a fee based on the time required.
- New prescriptions that require provider input require an appointment or a telehealth visit.
- Requests for early controlled prescription refills are typically not honored. If you are traveling, we recommend scheduling an appointment to discuss any medication needs you may have.

MEMBERSHIP IS NOT HEALTH INSURANCE. MindStream encourages all patients to have health insurance. MindStream strives to thoroughly manage care but may require that patients see specialty care, emergency care, or other providers as needed based on clinical findings.

Service Price List

Membership Fee: \$60.00 per month +\$99.00 set-up fee

Additional family members are \$15/mo, maximum family payment is \$100/mo

Save 10% when you pay annually. 6 month minimum commitment. \$99 early termination fee.

Service/ Visit Type	Member Price	Non-Member Price
Initial Visit (45min)	NP: \$350 MD: \$550	NP: \$399 MD: \$600
Follow- up Visit (25min)	NP: \$199 MD: \$299	NP: \$250 MD: \$400
Follow-up Visit (50min)	NP: \$399 MD: \$599	NP: \$480 MD: \$750
Urgent Care	Starting at \$99 for 10 min	Not available
After- Hours Care	\$99 minimum - 10 min	Not Available
Nursing Visit	\$45 - 10 min	Not Available
Nursing Triage	Free	Not Available
Phlebotomy/ Lab Services	Free	\$50
Prescription Renewal (outside of appointment)	Free	\$70
Insurance Prior Authorization	2 free per 12 months, then billed for time required	Not Available

Service Price List Cont'd

Service/ Visit Type	Member Price	Non - Member Price
IV Therapy	10% off	Standard Pricing
EKG w/ Interpretation	\$25	\$100
Joint Injection	\$70 + medication	\$140 + medication
Medication Injection	\$25 + medication	\$55 + medication
Skin Biopsy - Single Punch	\$70	\$140
Skin Biopsy - Complex	\$150 + \$25/ additional punch	\$275 + \$45/ additional punch
Program Fees		
Executive Physical	\$999	\$1499
Vo2 Max Test	\$100	\$150
Resting Metabolic Rate Test	\$85	\$120
Group Fitness Classes	\$18 - Drop-in \$80/month - Unlimited	\$20 - Drop-in \$100 - Unlimited
Classes	Free - 1 class/ month 50% off additional classes	Prices Vary
Personal Training	\$85/hr	\$95/hr

Communication and Scheduling

Office Line (615-541-9933)

Use this number for all calls and texts during business hours and for after-hours urgent care (8 a.m.–8 p.m., 7 days a week). Please do not text your provider's cell phone number. Email and portal messages may not be monitored after hours.

Patient Portal

Best for brief, non-urgent questions, medication updates, or follow-ups that don't require a visit. Portal messages may take 1–2 business days for a response. Messaging after hours may not be seen until the next business day.

Email

Email is for administrative needs only. Clinical questions should go through the portal or office line. Use admin@mindstreamintegrative.com for scheduling help, paperwork submissions, or billing inquiries.

When to Call/Message vs. When to Schedule

- **Call:** For same-day urgent needs, scheduling help, or after-hours care
- **Portal Message:** Any non-urgent, quick questions, updates, or requests (up to 10 per month)
- **Schedule an Appointment:** Your concerns deserve adequate time to be addressed. For needs that require more than a quick message, such as new symptoms, prescription changes, or detailed guidance, you will need to book an appointment.

Scheduling Visits

- Appointments can be scheduled by calling or texting the main office line, or requested on our website
- Same-day or next-day sick visits are prioritized for members
- Our policy requires 24 hours' notice to cancel or reschedule to avoid a fee

After Hours Care

- Urgent concerns don't always wait for office hours. That's why Mindstream offers after-hours care for members daily from 8 a.m. to 8 p.m.
- Call or text the main office line at 615-541-9933 to reach the on-call provider
- Do not use the portal or email for urgent issues—those channels are not monitored after hours
- After-hours care is intended for concerns that can't wait until the next business day. If you're experiencing an emergency, please call 911.
- Fees start at \$99 for up to 10 minutes, with additional charges for more time.

Your Annual Physical

What to Expect

Your annual physical is an important part of your membership and a dedicated time to review your overall health, update your care plan, and stay on track with preventive care.

What's Included

- A 25-minute visit with a nurse practitioner focused on health maintenance
- Review of current medications, supplements, and treatment plans
- Updates to your medical records and health history
- Age-appropriate screenings and preventive care recommendations
- Referrals to specialists or additional services, if needed
- Space to ask questions and check in on goals for the year ahead

When and How to Prepare

This visit is focused on prevention and maintenance, not active symptom management or complex issues.

If you need to address new or ongoing concerns, a separate follow-up or extended visit may be recommended.

If you pay annually, your physical can be scheduled at any time. If you pay monthly, you're eligible after 6 months of active membership

- Bring an updated list of medications and supplements
- Prepare any questions about screenings, preventive care, or new goals
- Let us know in advance if you need forms or referrals completed during the visit



Additional Services & Programs

IV Nutrient Therapy

Support hydration, immune health, energy, and detoxification with targeted IV formulas.

→ *Members receive 10% off all IV sessions.*

Integrative Oncology Support

We offer terrain-informed care for individuals navigating cancer, including mistletoe therapy, metabolic support, and integrative treatment planning.

Ketamine Assisted Therapy

Clinically guided ketamine sessions for treatment-resistant depression, anxiety, and trauma. Integrated with therapy and functional support.

Movement & Strength Training

Build strength, improve mobility, and reduce inflammation through our small-group fitness classes or 1:1 personal training.

→ *Members get one free class/month and discounts on additional classes and personal training.*

Mental Health & Psychiatry

Our integrative psychiatric services include medication management, trauma-informed care, ketamine therapy, and lifestyle-based support for mood and cognition.

→ *Members save on psychiatry-related office visits and programs.*

Metabolic Testing

Understand how your body uses energy with testing like:

- Resting Metabolic Rate (RMR)
- VO₂ Max

→ *Members receive reduced rates on all testing services.*

Chiropractic Care

Gentle, alignment-focused support for pain, posture, and nervous system balance.

A composite image featuring a silver stethoscope on the left, green leaves at the top left, and several yellow pills scattered across the center and right. The background is a light, neutral color.

Functional & Advanced Lab Testing

Explore hormone health, inflammation, gut function, nutrient status, toxic burden, and more through targeted testing options not typically covered by insurance.

Nutrition & Health Coaching

Work 1:1 with a nurse coach or integrative practitioner to apply lifestyle changes, troubleshoot barriers, and stay accountable.

Massage Therapy & Bodywork

Therapeutic massage to support circulation, detox, pain relief, and nervous system balance.

→ *Offered on-site, multiple modalities available*

Reflexology

Targeted footwork that supports organ function, relaxation, and stress relief.

Integrative Skin Consultation

Support for chronic skin conditions, including acne, eczema, psoriasis, and inflammation-related skin issues.

→ *Focused on root causes like gut health, hormones, and immune function.*

Want to explore a service or program? Just call or text the office to learn more or schedule an appointment. Your care team can help you decide what's right for your goals.

Ready to Become a Member?

Visit www.mindstreamintegrative.hint.com/signup to sign up today!

Membership is an invitation to slow down, ask questions, get better answers, and build a care relationship that's rooted in trust, responsiveness, and real connection.

If you're looking for a place where your health is seen in context—and supported with intention—**this is your next step.**

