

New Patient FAQ

Q. What is Encore Wellness?

A: Encore Wellness is a group practice with offices in Umatilla, OR and Richland, WA. Encore Wellness focuses on complete healthcare with emphasis on prevention of disease.

Q. Will Dr. Smith be my primary care doctor?

A. No, every patient should have their primary care provider. Dr. Smith is a specialist in Integrative, Functional medicine and allergy as such he does not work in hospitals. Everyone should have a personal physician they can rely on to coordinate all of their care.

Q. Does my primary doctor have to be an MD or DO?

A. No, you can also use a naturopathic physician, PA, or ARNP as your primary care provider.

Q. What is the differences between a functional medicine physician and a regular physician?

A. Most physicians focus on treating your current medical problems. An Integrative physician looks past your current health issues and seeks to find the underlying causes of ill health. Integrative medicine at it best corrects imbalances, improves nutrition and prevents disease from occurring. We use a blended approach which combines the best of traditional medicine with integrative medicine approaches.

Q. Does Dr. Smith treat children?

A. No, our practice is limited to adult care.

Q. What if I need help understanding my treatment?

A. We send follow-up emails with links to let us how you are doing. You may have ended up on this page by hitting one of

those links. The link also alerts our staff that you need help and tags your record. Our goal is to make sure your program is working, so we use this automated system to alert our staff when you are having a problem.

Q. When is the best and worst times to call the office?

A. Monday, Wednesday, and Friday from 9 AM to 1 PM are the best times to reach our receptionist. Tuesday afternoon is the worst time because the receptionist is having to checkout regular patients and IV patients.

If you go to voicemail, please leave us a message and we will get back with you.

Q. Can I send you an email?

A. You can send an email to our receptionist Barb, Sandra, Supplements, or Dr. Smith.

Our general email:: info@nwimed.com,

Dr. Smith: ssmith@nwimed.com

Jen is supplements: Jen@nwhealthcare.net

Billing: Billing@nwhealthcare.net