

Practice Update - Important changes

April 2024

Dear all,

Since September 2023, I have moved my food focus to my hometown of Hamburg. Of course, this also has an impact on my practice activities.

I have summarized the most important changes for you below:

1) Focus and treatment emphasis:

My focus has always been on functional medicine, nutritional medicine and Chinese medicine. My treatment focus is on the support & improvement of chronic diseases with the methods of Functional Medicine. I will now re-emphasize this focus on functional medicine.

- a) However, this also means that from June 2024 I will only issue prescriptions that are necessary due to my treatment. For example, I will provide the necessary prescriptions for the "bioidentical thyroid hormones" prescribed by me, but I will no longer be able to offer this for the prescription of other medications and therapies (physiotherapy etc.) that are not part of the therapy I have initiated.
- b) From June 2024, I will print out prescriptions two days a week (Wednesdays & Fridays) and send them by post. Unfortunately, the speed & reliability with which the post office currently delivers letters has noticeably decreased. Therefore, please make sure to send your prescription requests in good time by e-mail to the following address:
info@privatarztpraxis-hoelscher.de
- c) I will no longer issue certificates of incapacity for work from June 2024. Please look around for a GP colleague who can assist you with this.

2) Appointment bookings and telephone availability:

- a) From June 2024, I will unfortunately no longer be able to offer telephone availability by my assistants for appointments or similar. All communication will therefore take place via e-mail.
- b) To clarify brief questions regarding the therapy, I will set up extended appointment slots for telephone calls with me from June 2024. Please use the telephone appointments to clarify questions, as it is not possible for me to answer complex questions (which often require further questions from me) by e-mail.
- c) This does not apply to short technical questions: e.g. "the product I recommended is not available - where can I get an alternative".
- d) Appointment cancellations should ideally be made via the booking link - but can of course still be made by e-mail.

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3) Practice locations: Witten, Hamburg, Internet

- a) The laboratory tests will take place as usual in Röhrchenstraße 9 in Witten, and soon also in Lüdemannstraße 4 in Hamburg. There will also always be the opportunity to meet me in person at my practice in Witten or in my new premises in Hamburg. However, this will be the exception rather than the rule. In principle, consultations will take place online.

4) WhatsApp and other messenger services:

- a) Dear ones - honestly? I love and enjoy direct contact with you and I also like to be available for you quickly and easily. At the same time, the amount of "incidental communication" via WhatsApp and other messengers has reached a level that I can no longer cope with.
- b) In the near future, this means that I will have to discontinue the uncomplicated "WhatsApp support" for the time being. I am working on possible strategies on how I can continue to offer you this service in the future.

5) Further questions...

- a) ...there certainly are. For all those who still have a lot of question marks in their heads, there are two possibilities:
 1. Clarify these questions in a personal telephone call.
 2. A little wait ;-)
I will send out a new Zoom appointment in the next few days, in which I will endeavor to answer any questions that are still open.

I would like to thank you from the bottom of my heart for your trust, your loyalty and the truly wonderful collaboration over the last few years and look forward to continuing to support you in regaining or maintaining lasting health.

Bastian Hölscher

www.privatarztpraxis-hoelscher.de