

## First Time Here? (Or Need a Quick Refresh?)

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### How Booking Works at Driftless Hydration & Wellness

We know scheduling healthcare services online can feel confusing — especially when it's not a traditional “menu.” This quick guide walks you through how to book the right appointment *without overthinking it*.

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#### Step 1: Choose the appointment type — not the IV name

Our schedule is organized by **visit type**, not individual ingredients.

When booking, you'll see options like:

- **IV Infusion/Hydration Appointment**  
→ This is where most people start. Perfect for hydration, immune support, energy, recovery, and general wellness.
- **Vitamin Injection Appointment**  
→ For B12, Tri-Immune, MICC, and other injections **when booked on their own**.  
(If you're also receiving an IV the same day, only book the IV appointment.)  
**Quick clarification:**  
Injection = a shot in the arm  
Infusion = bag of fluids with additional ingredients
- **Lab Draw Appointment**  
→ For blood draws only. This appointment is used for **all phlebotomy services**, whether labs are ordered through Driftless *or* you're bringing an outside kit.
- **Wellness and Functional Therapies**  
→ Sauna, red light, halotherapy, compression, etc.

**You do not need to know exactly what you want when booking.**

Personalization happens in person with your nurse.

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#### Step 2: No customization is needed when booking

You're not expected to “build” your IV online.

- Choose the appropriate appointment category
- Your nurse will review your goals, history, and labs (if applicable)
- **Final selections and add-ons are determined during your visit — not online.**

This keeps booking simple — and ensures your care is personalized, not guesswork.

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#### Step 3: What to expect on your first visit

For new clients, your visit typically includes:

- Brief review of intake forms and consent
- Vital signs and health assessment as appropriate
- Discussion of goals and recommendations
- Your selected therapy or infusion
- Time to relax while we take care of the rest

Plan to arrive a few minutes early if it's your first visit.

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#### Booking multiple services? Here's what to do

If you'd like:

- An IV + injection, or
- Sauna + red light + halotherapy

#### Book the primary (longest) appointment only.

You're welcome to mention any add-ons in the **Notes** section, and our staff will take care of the rest. This helps keep scheduling clean and ensures your visit flows smoothly.

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### Still not sure what to book?

If you're deciding between options or feeling stuck:

- Book an IV Infusion/Hydration Appointment — we can guide you from there
- Or reach out to us if you'd like help before scheduling

We're happy to point you in the right direction.

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### Specialized Infusion & Injection Therapies

Some advanced therapies require **recent lab work, medical review, and patient-specific orders.**

While these services may appear in our booking system, they are **not intended to be booked without prior discussion or evaluation.**

If you're interested in a specialized therapy:

- Labs and medical review are required before treatment
- Your care plan is individualized
- Final approval and preparation are overseen by our clinical team

If you're unsure whether a therapy is appropriate for you, please reach out before scheduling — we're happy to guide you.

*If booked without prior evaluation, your appointment may be adjusted to ensure appropriate care.*

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### One last thing

Our scheduling system is designed to:

- Protect your time
- Allow proper preparation and safety protocols
- Ensure every visit gets the attention it deserves

Thank you for working with us — we can't wait to take care of you.

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### Ready to book?

<https://driftlesshydration.janeapp.com/>

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**DRIFTLESS**  
**HYDRATION**  
& WELLNESS