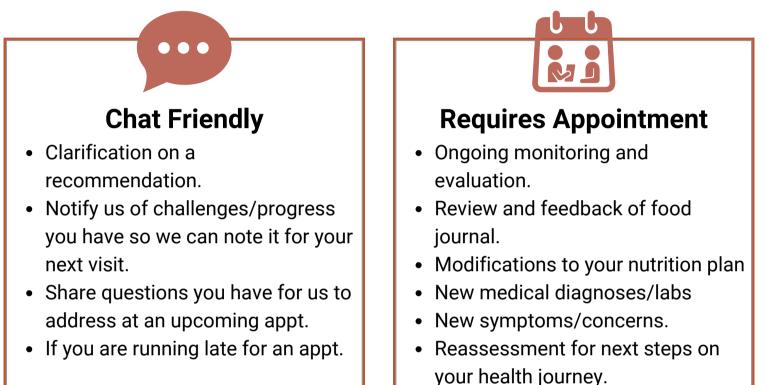


## Messaging guidelines

Stay connected with your nutritionist using the messaging feature in your client portal. To make the most out of messaging, please review the following guidelines.



## **Communication etiquette:**

- Messages will be responded to Monday-Friday, during business hours
- Allow 24 hours for a response, keeping in mind, most providers are not in the office 5 days per week.
- Responses may 1) be limited to confirmation that your message was received and noted for a future appointment or 2) gain permission to engage further with an understanding that the time will be invoiced in 15-minute increments and added as a session in your health record.

## **Scheduling Appointments**

- Log into the client portal and use the "request a session" feature
- Ensure adequate time is booked, choosing from 15, 30, 45, or 60 minute consultations.

## Do not use email to communicate with your nutritionist, as this is not HIPPA compliant.