



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.



Chat Friendly

- Clarification on a recommendation.
- Notify us of challenges/progress you have so we can note it for your next visit.
- Share questions you have for us to address at an upcoming appt.
- If you are running late for an appt.



Requires Appointment

- Ongoing monitoring and evaluation.
- Review and feedback of food journal.
- Modifications to your nutrition plan
- New medical diagnoses/labs
- New symptoms/concerns.
- Reassessment for next steps on your health journey.

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.