

Practice Policies

Anna Marie Long Nutrition, LLC

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PRACTICE POLICIES

APPOINTMENTS AND CANCELLATIONS

Your appointment is very important to me and your appointment time is set aside specifically for you. Please remember to cancel or reschedule 24 hours in advance. You will be responsible for the entire fee if cancellation is less than 24 hours. If you are using in-network insurance, you are responsible for your insurance's full contracted rate or "allowed amount", as late cancellations are not covered by insurance. Barring extenuating circumstances (true medical emergencies, for example), the fee will be charged to your card on file.

The standard meeting time for nutritional counseling or medical nutrition therapy is 50-60 minutes. Initial nutrition assessments are 80-90 minutes. It is up to you, however, to determine the length of time of your sessions. Requests to change the 50-60 minute session needs to be discussed with the health care provider in order for time to be scheduled in advance.

A \$50 service charge will be charged for any checks returned for any reason for special handling.

Cancellations and re-scheduled session will be subject to a full charge if NOT RECEIVED AT LEAST 24 HOURS IN ADVANCE. This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, you may lose some of that session time.

If I ever need to cancel or reschedule our appointment due to my own schedule conflicts, I will provide you with as much advance notice as possible but not less than 24 hours unless there is an unforeseen illness or emergency on my part.

TELEPHONE/EMAIL ACCESSIBILITY

If you need to contact me between sessions, please email me or leave a message on my voicemail. I am often not immediately available; however, I will attempt to return your email or call within 24 hours. If a true emergency situation arises, please call 911 or any local emergency room.

SOCIAL MEDIA AND TELECOMMUNICATION

Due to the importance of your confidentiality and the importance of minimizing dual relationships, I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc). I believe that adding clients as friends or contacts on these sites can compromise your confidentiality and our respective privacy. It may also blur the boundaries of our therapeutic relationship. If you have questions about this, please bring them up when we meet and we can talk more about it. Anna Marie Long Nutrition, LLC maintains business pages on various social media sites like Facebook, Instagram, etc. This is strictly for the purposes of providing resources and updates about our practice to the community at large. You may view or share any of the content provided there, but please do not message or contact us via social media, as these communication platforms are not secure. It is also common that current clients may refer friends and family to our practice. When you've referred someone, your provider will do everything they can to keep your personal information private and secure. What you share on the Internet or in public regarding your privacy is your legal right.

ELECTRONIC COMMUNICATION

I cannot ensure the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, I will do so. While I may try to return messages in a timely manner, I cannot guarantee immediate

response and request that you do not use these methods of communication to discuss therapeutic content and/or request assistance for emergencies. If you and your dietitian chose to use information technology for some or all of your treatment, you need to understand that:

1. You retain the option to withhold or withdraw consent at any time without affecting the right to future care or treatment or risking the loss or withdrawal of any program benefits to which you would otherwise be entitled.
2. All existing confidentiality protections are equally applicable.
3. Your access to all medical information transmitted during a telemedicine consultation is guaranteed, and copies of this information are available for a reasonable fee.
4. Dissemination of any of your identifiable images or information from the telemedicine interaction to researchers or other entities shall not occur without your consent.

TELEHEALTH

There are potential risks, consequences, and benefits of telemedicine. Potential benefits include, but are not limited to improved communication capabilities, providing convenient access to up-to-date information, consultations, support, reduced costs, improved quality, change in the conditions of practice, improved access to treatment, better continuity of care, and reduction of lost work time and travel costs. Effective treatment is often facilitated when the healthcare provider gathers within a session or a series of sessions, a multitude of observations, information, and experiences about the client. The provider may make assessments, diagnosis, and interventions based not only on direct verbal or auditory communications, written reports, and third person consultations, but also from direct visual and olfactory observations, information, and experiences. When using information technology in services, potential risks include, but are not limited to the provider's inability to make visual and olfactory observations of clinically or therapeutically potentially relevant issues such as: your physical condition including deformities, apparent height and weight, body type, attractiveness relative to social and cultural norms or standards, gait and motor coordination, posture, work speed, any noteworthy mannerism or gestures, physical or medical conditions including bruises or injuries, basic grooming and hygiene including appropriateness of dress, eye contact (including any changes in the previously listed issues), sex, chronological and apparent age, ethnicity, facial and body language, and congruence of language and facial or bodily expression. Potential consequences thus include the provider not being aware of what they would consider important information, that you may not recognize as significant to present verbally to the provider.

MINORS

If you are a minor, your parents may be legally entitled to some information about your treatment. I will discuss with you and your parents what information is appropriate for them to receive and which issues are more appropriately kept confidential.

TERMINATION

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. I may terminate treatment after appropriate discussion with you and a termination process if I determine that the treatment is not being effectively used or if you are in default on payment. I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If treatment is terminated for any reason or you request another provider, I will provide you with a list of qualified dietitians to treat you. You may also choose someone on your own or from another referral source. Should you fail to schedule an appointment for 90 consecutive days, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued.

GOOD FAITH ESTIMATE NOTICE

You have the right to receive a "Good Faith Estimate" explaining how much your medical care will cost. Under the law, health care providers need to give patients who don't have insurance or who are not using insurance an estimate of the bill for medical items and services. You have the right to receive a Good Faith Estimate for the total expected cost of any non-emergency items or services. This includes related costs like medical tests, prescription drugs, equipment, and hospital fees. Make sure your health care provider gives you a Good Faith Estimate in writing at least 1 business day before your medical service or item. You can also ask your health care provider, and any other provider you choose, for a Good Faith Estimate before you schedule an item or service. If

you receive a bill that is at least \$400 more than your Good Faith Estimate, you can dispute the bill. Make sure to save a copy or picture of your Good Faith Estimate. For questions or more information about your right to a Good Faith Estimate, visit www.cms.gov/nosurprises or (<http://www.cms.gov/nosurprises>) call 512-843-1681

BY SIGNING BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.