

Inward Nutrition Policies and Financial Agreement

Please read the policies specific to Inward Nutrition carefully before signing. Questions about the policies can be addressed during our first session.

About Nutrition Counseling

Erin Bushman is a Registered Dietitian Nutritionist (RDN), Licensed Dietitian (LD) in the state of Ohio, and owner of Inward Nutrition LLC. Nutrition counseling provided by Erin Bushman ("your dietitian") begins with an assessment of your nutritional status, habits and needs. After completing the assessment, you and your dietitian will discuss how to proceed with regard to frequency of follow-up appointments and expectations for duration of care. In order for nutrition counseling to be most effective, please commit to attend sessions regularly, complete assignments in between sessions, and communicate openly. It is recommended that clients with disordered eating regularly participate in mental health counseling, as well as medical monitoring by a physician. Referrals are available if needed. You are free to stop nutrition counseling at any time - please discuss this with your dietitian in advance if you decide to terminate services.

Communication

The majority of tasks involved in nutrition counseling with Inward Nutrition (including scheduling, telehealth, homework assignments, and payment) require the use of the platform Practice Better. If you have a smart phone or tablet, please download the app "Better by Practice Better" and create a username and password. If you have access to a computer, visit the portal via a web browser at www.practicebetter.io. By using the Practice Better platform, clients agree to the terms and conditions of the Privacy Policy and Terms listed on www.practicebetter.io.

- Communication between the client and dietitian in between sessions will occur via the chat function of Practice Better. Messaging through the portal is used instead of email because it is more secure and private.
- The client must understand that portal messages are not used for urgent matters and that **the client should contact 911 or visit the nearest emergency room should they feel unsafe or be experiencing any concerning health symptoms.**
- Client messages are welcomed and included in the session fee, but will not be answered on weekends. Please allow 24-48 hours for a response.
- The client is encouraged to take steps to keep online communication confidential by not storing messages on employer-provided devices and by keeping login and password information secure and confidential.
- Please note that chat messages and submitted assignments via the Practice Better portal will be included in your medical record.

Card on File

Inward Nutrition needs to have a credit card on file prior to booking. This information is stored in Square (via the Practice Better platform), which is a PCI-compliant payment processor that has specialized security controls.

The credit card will not be charged unless:

- the client forgets or fails to pay by the date of service. The regular session fee will be charged to the card on file the day after service. There is no additional fee added for late payment.
- the client is charged a late cancellation fee or a “no show” fee (see details about this fee below). The charge will occur the day of the scheduled service.

Payment

Payment is due by the day of service in the form of credit, debit or HSA card. You will receive an emailed invoice with a link to pay after your booking is confirmed. If you forget to pay before or on the day of service, the payment will be deducted from the card on file the next day. Current fees are listed on the Bookings Page. Fees are subject to change and you will be notified at least 30 days in advance of any changes.

Insurance

Inward Nutrition does not bill your medical insurance directly, but can provide a superbill upon request if you'd like to submit for reimbursement. In order to provide a superbill, your dietitian needs a referral with relevant listed diagnoses from your physician or licensed mental health provider.

Inward Nutrition accepts most HSA cards.

Late Cancellation and “No Show” Fee

Clients will be charged a \$30 fee if appointments are canceled or rescheduled with less than 24 hour notice. Exceptions are made for dangerous weather or medical emergency only. If a client is a “no show,” after 20 minutes without 24 hour prior verbal or written notice, **the client will be charged the full session fee.** Your dietitian will confirm the fee with you before charging the credit card on file. Late fees are subject to change and you will be notified at least 30 days in advance of any changes.

Inward Nutrition appreciates the client giving ample notice (preferably over 48 hours) when schedule changes are needed so that other clients can receive care during those time slots.

Arriving Late

Please notify your dietitian if you are running late. If you arrive to your appointment late, the session will end at the scheduled time regardless of when it started. For example, if you arrive to your follow-up 15 minutes late, you will receive 30 minutes of nutrition counseling and will be charged the fee for a 45-minute appointment. The client and the dietitian will do their best to begin and end in a timely manner.

Appointment Availability

Please note your dietitian’s current availability is:

Wednesdays 9:30am - 5:00pm

Fridays 8:00am - 3:00pm

If you are unable to flex your schedule to make appointments during this time frame on a regular basis (2-4 times per month), Inward Nutrition can provide a referral list for other dietitians in the area who may have wider availability.

Client
By signing below, I agree with the financial policies including keeping a current card on file, late cancel fee of \$30 (less than 24 hour notice), and “no show” fee equal to the session fee.
By signing below, I agree with the communication policies and consent to confidential communications through the Practice Better portal.

X _____

Print name: **Date:**