

Working with Dr. Kim Ross

Personalized nutritional consultations provide a comprehensive nutrition and lifestyle plan that will help to transform your health now and create habits that will last into the future. While changing dietary habits will require work on your part, Dr. Ross will become your team member, helping to create a lasting, healthy transformation.

How To Prepare for Your Appointment

1. Sign up for the package that meets your health goals.
2. Schedule your initial consultation.
3. Create your account on the electronic health record system. Details will be provided through email.
4. Complete your required intake forms and consent forms.
 - a. This includes a 3-day food diary.
 - b. The more accurate you are in completing the paperwork, the more accurate your personalized plan can be.
 - c. Do not wait until the last minute to complete the intake forms. This process can take significant time, depending on the level of health information you need to share.
5. Complete your intake forms and all consent forms **5 business days prior** to your scheduled appointment
6. Request all recent labs or pertinent medical records, having them arrive **5 business days prior** to your scheduled appointment.
7. Submit your deposit or full payment for a pre-paid plan **within 48 hours** of scheduling your appointment. (Note, failure to do so will result in your appointment being canceled and will be rescheduled at a later date after payment is received.)

IMPORTANT: There is a \$75 cancellation FEE if your cancellation/reschedule is not made at least 24 hours prior to your appointment. Failure to complete your paperwork 5 business days prior to your appointment will result in your appointment being rescheduled. Thank you in advance for your cooperation.

Nutrition Consultations

INITIAL CONSULTATION

To first establish as a client, an initial consultation will be held. Depending on the program chosen, this will consist of 2 or more appointments. See the program descriptions for more details.

FOLLOW-UP CONSULTATIONS

Follow-up consultations are critical to your success. Developing new eating and lifestyle habits requires time, motivation, and coaching to allow these changes to stay with you for a lifetime. With regular follow ups, Dr. Ross is also able to make the occasional modifications to your plan that may be needed to help you continue your journey.

PREPARING FOR YOUR CONSULTATION

Complete Intake Forms

Intake forms will be available on the electronic health record system and are completed electronically. Please note that the forms will take you some time to complete. The more complex or lengthy health history you have, the longer it can take to complete the forms. Accuracy and details when completing these intake forms will allow for the maximum use of time during your consultation.

You will be asked to complete a 3-day diet diary. It is important to not make any changes to your current diet during this time so Dr. Ross can have an accurate picture of your current eating habits.

Send Your Medical Records or Lab Reports

Request your recent medical records/labs and have them faxed to 480-530-9435. A Release of Information form is provided to you, if needed, to send to your health care providers. If you have copies of your records/labs, you can submit them with your intake forms.

All consultations are held by video conferencing (HIPAA compliant).

I am new to telehealth/video conferencing, what does this mean and what do I need?

Telehealth encompasses the use of technology to conduct consultations. Dr. Ross uses a HIPAA- compliant electronic health record system and video conferencing platform. A link to join the online consultation will be sent to you via email. Just choose that link at the scheduled time and you will be face to face with your practitioner. You will be required to have a computer or tablet and internet access to participate in telehealth consultations with our providers. NOTE: The video platform does present some challenges when joining by phone, so you are encouraged to use your computer or tablet to attend your consultations.

Policies

CANCELLATION POLICY

There is a strict 24-hour cancellation policy on all consultations. Failure to cancel in this time frame will result in a \$75 cancellation charge.

PAYMENT OPTIONS/POLICIES

We accept checks and major credit cards (Visa, MasterCard, Discover and American Express) for all services offered and supplements purchased. Some HSA/FSA credit cards are also accepted for services only. It is the client's responsibility to determine if the HSA/FSA will cover nutritional consultations.

REFUNDS

- Pre-paid Programs: Refunds will not be given for pre-paid programs.
- Refunds will not be provided on the deposit required for services and/or testing.

INSURANCE INFORMATION

We do not accept any form of health insurance for consultations or supplement purchases. You will receive invoices that can be submitted to your insurance company. It is your responsibility to check with your insurance carrier to determine reimbursement eligibility. Our office will not file claims on your behalf, nor will Dr. Ross or a member of her nutrition team assist with any claim resolutions or disputes. ICD10 codes and CPT codes will not be provided. If you use a HSA/FSA account for payment, the same policies apply.

MEDICAL RECORDS

In compliance with HIPAA, medical records can only be released with your written consent. You are responsible for requesting and obtaining all necessary medical records for your appointment. A release form is provided for you to send to your health care providers, if needed.

COMPLETION OF ALL REQUIRED PAPERWORK

All required paperwork must be completed and submitted 5 days prior to your scheduled appointment. Recent lab reports will also be uploaded to your online portal 5 days prior to your scheduled appointment. Failure to complete the required paperwork will result in the initial consultation being rescheduled until this is complete. Appointments will be scheduled as soon as possible, but there is no guarantee of the date. The next available opening will be provided.

DEPOSIT FOR SERVICES

Upon booking your consultation, a secure link will be sent for the required deposit. The deposit amount varies based on the program chosen. The deposit must be paid within 48 hours to maintain the chosen appointment. If the deposit is not received in this time, the consultation will be rescheduled after the deposit is paid.

PAYMENT OF SERVICES

Unless a payment plan is requested, an invoice for the chosen program (less the deposit paid) will be sent and is due on the day of the first consultation.

FAQs

Can Dr. Ross be my primary health care provider?

No. Dr. Kim Ross is a Doctor of Clinical Nutrition and has extensive training in nutrition and Functional Medicine, holding credentials that allow her to practice in these areas. Dr. Ross is not a licensed medical doctor. She cannot diagnose or provide medications. She can provide referrals to other health care providers as required.

Will Dr. Ross be able to help me?

You will be provided the tools and information needed to improve health through nutrition. There is an abundance of research available today on the benefits of healthy eating and how various lifestyle factors can have an impact on improving health and many chronic illnesses. Ultimately, making the necessary changes is up to the individual. We will provide the guidance and tools, but each person will need to do the work.

Do I have to see you in person for the consultations?

No, Dr. Ross currently works with clients across the country and provides a secure online platform to hold live telehealth appointments. In-person consultations are not available at this time.

Does Dr. Ross see clients in my state?

Due to varying state practice laws and regulations, Dr. Ross is not able to work with clients in every state. When you complete your New Client Questionnaire, you will be prompted to include your state of residence so Dr. Ross can determine and inform you if she will be able to provide care that is within your state's laws.

What if I need testing and my doctor will not order it?

A limited number of tests are available through Dr. Kim Ross. Note: These tests require upfront payment and may not be covered by insurance. You will need to check with your insurance company if they offer reimbursement.

Why do I have to pay for my initial consultation in advance?

Dr. Ross will be spending a substantial amount of time reviewing your labs/tests and the extensive questionnaires prior to your initial consultation. This insures that you are committed to the consultation and value the time Dr. Ross will be spending to develop your customized plan which begins prior to your first appointment. Additionally, for some programs, the cost of testing or other materials are included and sent in advance of the consultation.

Are payment plans available?

Yes, for some programs, various payment arrangements can be made. Contact Dr. Ross for more details.

Without insurance coverage, I am not sure I can afford the services, but I really would like nutritional care. What can I do?

Please complete the New Client Questionnaire and provide details about your health concerns as well as a brief description about the financial concern. Dr. Ross may be able to provide a referral to another provider who may be able to assist.

Is a package or program required for all clients?

Yes, at least as you begin working with Dr. Ross. Choose a program that best fits your health and wellness goals. A change in lifestyle and dietary patterns requires time and often involves a lot of questions along with the need for support. Planning for multiple visits will allow for the needed time answering questions and monitoring your progress. Dr. Ross is also able to make any necessary adjustments/modifications in your plan to allow the maximum healing and progress to occur. Additional monitoring and follow-up consultations can be held after the completion of your chosen program.

Will I be recommended supplements?

Yes, most of the time nutritional supplements are part of your plan.

How much will my supplements cost?

Since each plan is individualized to meet your needs, an exact cost is not known.

Will I see Dr. Kim Ross for all my consultations?

Due to varying schedules and the availability of both Dr. Ross and the client, you may have some follow-up consultations with a qualified team member, working under the supervision of Dr. Ross. You will know in advance which clinician you are working with and Dr. Ross will always review your consultation notes and recommendations.

What if I have a condition or health concern that is not mentioned in one of the programs offered?

You are encouraged to complete the New Client Questionnaire, in which you will provide details about the reason you are seeking care. Dr. Ross can, in most cases, provide a referral to work with one of the many team members associated to one or more of the clinics affiliated or affiliated to the Neil Riordon Center.