

FAQs: One-on-One Nutrition Counseling

Please read through the following frequently asked questions in preparation for your appointment

- **How do I make an appointment to see the dietitian? Do I need a referral?**

No, you do not need a referral to see our dietitian and appointments can be made directly by scheduling with our Patient Service Representative, Nancy, at 913-588-6208.

If you have been referred by one of the physicians or practitioners in our clinic, then your medical records will be available for our dietitian to review prior to your appointment. If you are self-referred and you have pertinent medical records from practitioners seen outside of our clinic, you will be responsible for requesting that these records be sent to our clinic in a timely manner prior to your appointment. Pertinent records may include recent labwork, progress notes, surgical notes, diagnostic tests, etc. A medical records release form is included in your new patient packet.

- **What is usually covered in a nutrition consult?**

Appointments typically include:

- Identification of your nutrition and health goals
- Review and evaluation of your dietary intake
- Assessment of your nutritional needs based on your health condition
- Ordering and assessment of nutrition-related lab work. Lab work may include blood testing to analyze nutrient levels and food sensitivities, stool testing to assess digestive function, and other tests as needed.
- Meal planning tips and ideas
- Recommendations for nutritional supplements, as needed
- Counseling and education to promote healthy nutrition and lifestyle habits

- **How many appointments will I need?**

We usually recommend a minimum of two or more sessions. The need for follow-up appointments is determined on a case by case basis and depends on your individual goals and level of commitment. Identifying your nutritional needs and making permanent dietary and lifestyle changes is an ongoing process.

- **How much is an initial visit and how long does it take?**

New patient visits are \$95 and last approximately 75 minutes.
A reduced rate of \$50 is offered for KU students. Please present your student ID.

Please note that payment is due at the time of service. We accept cash, check, Visa, Mastercard, or Discover (sorry, no American Express).

- **How long are follow-up visits and how much do they cost?**

The length of time for a follow-up visit may vary based on your need, but for most cases are 60 minutes long. Please note that payment is due at the time of service. We accept cash, check, Visa, Mastercard, or Discover (sorry, no American Express).

\$80 for 60 minutes
\$60 for 45 minutes
\$40 for 30 minutes

The following reduced rates are offered to students:

\$50 for 60 minute follow-up
\$37 for 45 minute follow-up
\$25 for 30 minute follow-up

- **Does the dietitian offer phone consultations and if so, how much do they cost?**

Our dietitian is able to offer a limited number of phone consultations, which will be determined on a case by case basis. The cost of a phone consult will vary based on length of time. Please note that payment is due at the time of service. We accept cash, check, Visa, Mastercard, or Discover (sorry, no American Express).

\$40 for 15 minutes
\$60 for 30 minutes
\$80 for 45 minutes

- **Will my insurance cover my appointment with the dietitian?**

No, unfortunately nutrition consultations are not typically covered by insurance. Your payment is due at the time of service.

- **Will my insurance cover lab tests that are ordered by the dietitian?**

Labs have their own billing system and some lab work may be covered by insurance. Check with your insurance company for accurate information regarding your coverage. Our patient service representative, Nancy, can help answer questions about the lab tests.

- **Will Medicare or Medicaid cover my appointment with the dietitian?**

Unfortunately, no. The federal Medicare program does not currently offer coverage of alternative medicine and our dietitian is under contract with KU Medical Center as an alternative medicine provider. This means that all of your charges will be out of pocket and

due at the time of service. You may not submit your charges to your supplemental insurance, Medicare or Medicaid.

- **What is your cancellation policy?**

Effective June 1, 2009 the KUPI Program In Integrative Medicine will begin a new policy that affects patients who fail to show for an office visit or fail to cancel at least 24 hours prior to the scheduled appointment. The policy calls for one no-charge warning when a no-show or failure to cancel occurs, followed by a \$30.00 charge for all future no-show office visits or failures to cancel. Payment can be made prior to or at the time of the next scheduled visit. If the patient is unwilling to pay the fee, no additional office visits will be scheduled.

Preparing for your appointment

- **Who do I contact if I have questions about my appointment?**

Nancy Lynn is our Patient Service Representative who can assist you with questions that you may have. You can contact her by phone at 913-588-6208 or email at nlynn2@kumc.edu.

- **What should I do to prepare for my visit with the dietitian?**

Upon scheduling your appointment, our patient service representative, Nancy, will assist you with obtaining the new patient packet via our website or through regular mail. To get the most out of your appointment, please take the time to complete this paperwork prior to your visit with the dietitian. The packet includes some diet diary forms, which we ask you to complete for at least 4 days before your appointment (2 week days and 2 weekend days).

The new patient packet and diet diary forms are available to download from our website at: <http://integrativemed.kumc.edu/forms.htm>.

If you would like to have your medical records faxed to us ahead of time our fax number is: 913-588-0012. A medical record release form has been provided in this packet which you can fax to your doctor's office. Please know that sometimes it takes up to a month for a doctor's office to fax or send your records to us after you request your medical records be sent, so start the process early if you can.

- **How do I prepare for any labwork that I might need?**

The dietitian may send you to the KUMC Outpatient Lab to have nutrition related labs drawn. Please do not take any vitamin or mineral supplements the morning of your first appointment, because taking the supplements may cause your results to be inaccurate. If you have taken your supplements, you may be asked to return to have your labs drawn on a different date. Fasting is only recommended if you have not had a recent lipid panel or fasting blood glucose in the last year. If you know you are in need of a fasting lab, please fast

and try to schedule your nutrition consult in the morning. Bring a piece of fruit or a snack with you to the lab if you are prone to becoming weak when having your blood drawn.

Blood work billing is normally run through your insurance and you are responsible for providing the lab with your recent insurance information and also knowing how your plan will cover the costs and what your deductible is. We ask that you provide your insurance information to KUMED before your appointment date; please call virtual registration at 913.588.1000. This will save you time during your appointment.

Some patients may be recommended to do additional functional lab testing at home and will be provided the appropriate lab kits as needed. Additional labs may include:

- Metamatrix Comprehensive Digestive Stool Analysis
- NeuroScience urinary neurotransmitter test
- Genova Diagnostics Nutrigenomics Panel
- Meridian Valley Lab Comprehensive 24-hour Urinary Steroid Hormone test

Insurance may or may not cover these additional lab tests and patients will be responsible for payment to the lab at the time of service. Test prices vary. Our patient service representative, Nancy, can help answer questions about the lab tests.

- **Can I take your lab requisition for blood work to a testing facility such as Lab One / Quest or do I have to have the blood work done at KUMED?**

The Outpatient Lab at KU Medical Center is located on the 1st floor of the main hospital and is open from 7am-6pm Monday through Friday. We recommend that your lab tests be completed at this lab because they are familiar with the blood tests requested by our clinicians and are knowledgeable in the correct processing procedures. Lab One / Quest is acceptable, but we have experienced fewer processing errors when the patient has blood work done at KU Medical Center.

Labs have their own billing system and you will be responsible for finding out what is covered. Our patient service representative, Nancy, can help answer questions about the lab tests.

- **What should I bring to my first appointment?**
 - 1) Completed [New Patient Intake Form](#)
 - 2) Completed [Financial Agreement Form](#)
 - 3) Completed [Email Consent Form](#) (if applicable)
 - 4) Completed [Consent to treat form](#)

- 5) Any pertinent medical records or test results done by other physicians.
- 6) Food diary
- 7) Your current insurance card for the KUMED outpatient lab – please call virtual registration at 913.588.1000 and provide your insurance information a few days before your appointment to save time at the lab.
- 8) Payment in form of cash, check or credit card (Visa, Mastercard, Discover)
- 9) The directions on where to park and how to find us.

- **What should I bring to my follow up appointments?**

- 1) Completed Medical Symptoms Questionnaire
- 2) Updated list of Medications and Supplements
- 3) Food Diary (when applicable)
- 4) Any new pertinent medical records. Click here for a medical records request form.
- 5) Payment in form of cash, check or credit card (Visa, Mastercard, Discover)
- 6) Directions on where to park and how to find us.