



Nutrition
TEAM

with Kim Ross

Policies and FAQs

NOTE: Completed forms must be returned **ONE WEEK PRIOR** to your appointment

Kim Ross, MS, CNS, CDN, LDN, IFMCP

Certified Nutrition Specialist®

Institute for Functional Medicine Certified Practitioner



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Welcome!



NUTRITION | Transformations Education and Mentoring

Transformations

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

Education

Kim has always been passionate about education and wants to empower individuals on nutrition education. Kim's nutrition and lifestyle plans, blog posts, recipes, and resources are based on scientific research, not fads or popular marketing hype you'll find through a Google search. In addition, Kim feels it is important for individuals to understand their body, how it works, and what it needs to work optimally. As a client or mentee of Kim's, you can feel confident that you will be empowered by the knowledge gained.

Mentoring

The Certified Nutrition Specialist (CNS) is a nationally recognized credential and the gold standard for advanced nutrition professionals. Kim offers supervision for CNS candidates looking to earn their 1,000 hours of supervised practice experience that the credential requires.

Preparing for your consultation will be like nothing you have experienced in your visits to traditional practitioners. Take the time to read the following articles to gain a deeper understanding about what to expect:

*What is Functional Medicine • What is Functional Nutrition
Working with a Functional Medicine Practitioner*

How To Prepare for Your Appointment

1. Complete your intake forms
 - a. NOTE: The more accurate you are in completing the paperwork, the more accurate your customized plan will be.
 - b. Do not wait until the last minute to complete the intake forms. This process will take 2-3 hours, depending on the level of health information you need to share.
2. Return your intake forms and all consent forms **1 week prior** to your scheduled appointment
3. Request all recent labs or pertinent medical records, having them arrive **1 week prior** to your scheduled appointment, by email, fax 315-849-4644 or by mail to Kim Ross 2602 Genesee St. Utica, NY 13502 ("Authorization for the Release of Information" form provided)
4. Complete your deposit of \$150 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.)
5. If your consultation is by phone, we will contact you at the scheduled time.

IMPORTANT: There is a FULL APPOINTMENT FEE if your cancellation/reschedule is not made at least 72 hours prior to your appointment. Due to the popularity of Functional Medicine all appointment times are often filled several weeks in advance with no openings for those desiring earlier appointments. Cancellation made at least 72 hours in advance allows Kim and members of her nutrition team to accommodate others. Failure to complete your paperwork 1 week prior to your appointment will result in a full appointment fee and your appointment will be rescheduled. Thank you in advance for your cooperation.

What is Functional Nutrition?

Functional Nutrition emphasizes the importance of high quality foods and phytonutrient diversity to address clinical imbalances and move individuals toward the highest expression of health. Advanced nutrition assessment and a thorough Functional Medicine based history leads to a personalized therapeutic intervention created to promote optimal health and prevent diet- and lifestyle-related disease.

Nutrition is the core modality of Functional Medicine, an integrative approach to health. As defined by The Institute for Functional Medicine, “Functional Medicine is an evolution in the practice of medicine that better addresses the healthcare needs of the 21st century. By shifting the traditional disease-centered focus of medical practice to a more patient-centered approach, Functional Medicine addresses the whole person, not just an isolated set of symptoms. Functional Medicine practitioners spend time with their patients, listening to their histories and evaluating the interactions among genetic, environmental, and lifestyle factors that can influence long-term health and complex, chronic disease. In this way, Functional Medicine supports the unique expression of health and vitality for each individual.”

WHY DO WE NEED FUNCTIONAL NUTRITION?

- **The prevalence of complex, chronic diseases is escalating globally**, from heart disease and diabetes to irritable bowel syndrome, chronic fatigue, fibromyalgia, mental illness, rheumatoid arthritis, and other autoimmune disorders.
- **Chronic diseases are diet- and lifestyle-related diseases and require dietary and lifestyle solutions.** A major strength of Functional Nutrition is its focus on the molecular mechanisms that underlie disease, providing the basis for targeted, innovative solutions that can restore health.
- **The current healthcare system fails to take into account the unique genetic makeup of each individual or the ability of food, toxins, and other environmental factors to influence gene expression.** The interaction between genes and environmental factors is a critical component in the development of chronic disease and plays a central role in the Functional Nutrition approach.
- **Most nutrition professionals are not adequately trained** in integrating nutrition assessment at the molecular and cellular levels with emerging research in nutrition and nutritional genomics. These advanced practice skills are essential for preventing and managing today’s chronic disorders.

WHAT DISTINGUISHES A FUNCTIONAL NUTRITION PRACTITIONER?

The Functional Nutrition Assessment offers an ABCD organizational approach to support the clinical analysis, and it allows for nutrition-related findings and clinical patterns to emerge. From the medical history, physical and laboratory exams, and a diet and lifestyle review, the Functional Nutrition Assessment improves the identification of insufficiencies/imbalances through the PFC-MVP model; representing Protein, Fat/ Oils, Carbohydrates, Minerals, Vitamins, and Phytonutrients.

- **Anthropometrics** help to identify altered body composition patterns and abnormal vital signs
- **BioMarkers** and functional laboratory findings uncover PFC-MVP nutrition insufficiencies and physiologic patterns linked to clinical imbalances
- **Clinical Indicators from the physical exam** identify signs related to nutrition abnormalities that can be further explored through laboratory and functional assessments
- **Diet, Nutrition, and Lifestyle Journals** explore daily or weekly food intake, PFC-MVP assessment, patterns of eating, cravings and habitual foods, and stress eating associations

What is Functional Medicine?

Functional Medicine is an evolution in the practice of medicine that better addresses the healthcare needs of the 21st century.

By shifting the traditional disease-centered focus of medical practice to a more patient-centered approach, functional medicine addresses the whole person, not just an isolated set of symptoms. Functional Medicine practitioners spend time with their patients, listening to their histories and looking at the interactions among genetic, environmental, and lifestyle factors that can influence long-term health and complex, chronic disease. In this way, Functional Medicine supports the unique expression of health and vitality for each individual.

WHY DO WE NEED FUNCTIONAL MEDICINE?

- **Our society is experiencing a sharp increase in the number of people who suffer from complex, chronic diseases**, such as diabetes, heart disease, cancer, mental illness, and autoimmune disorders like rheumatoid arthritis.
- **The system of medicine practiced by most physicians is oriented toward acute care**, the diagnosis and treatment of trauma or illness that is of short duration and in need of urgent care, such as appendicitis or a broken leg.
- **Unfortunately, the acute-care approach to medicine lacks the proper methodology and tools for preventing and treating complex, chronic disease.**
- **There's a huge gap between research and the way doctors practice.** The gap between emerging research in basic sciences and integration into medical practice is enormous—as long as 50 years—particularly in the area of complex, chronic illness.
- **Most physicians are not adequately trained to assess the underlying causes** of complex, chronic disease and to apply strategies such as nutrition, diet, and exercise to both treat and prevent these illnesses in their patients.

HOW IS FUNCTIONAL MEDICINE DIFFERENT?

Functional Medicine involves understanding the **origins, prevention, and treatment** of complex, chronic disease. Hallmarks of a Functional Medicine approach include:

- **Patient-centered care.** The focus of functional medicine is on patient-centered care, promoting health as a positive vitality, beyond just the absence of disease.
- **An integrative, science-based healthcare approach.** Functional Medicine practitioners look “upstream” to consider the complex web of interactions in the patient’s history, physiology, and lifestyle that can lead to illness. The unique genetic makeup of each patient is considered, along with both internal (mind, body and spirit) and external (physical and social environment) factors that affect total functioning.
- **Integrating best medical practices.** Functional Medicine integrates traditional Western medical practices with what are sometimes considered “alternative” or “integrative” medicine, creating a focus on prevention through nutrition, diet, and exercise; use of the latest laboratory testing and other diagnostic techniques; and prescribed combinations of drugs and/or botanical medicines, supplements, therapeutic diets, detoxification programs, or stress-management techniques.

Functional Medicine practitioners promote wellness by focusing on the fundamental underlying factors that influence every patient's experience of health and disease.

WHY DO WE NEED FUNCTIONAL MEDICINE?

The Institute for Functional Medicine teaches practitioners how to assess the patient's status relating to modifiability lifestyle factors and fundamental clinical imbalances through careful history taking, physical examination, and laboratory testing. The Functional Medicine practitioner will consider multiple factors, including:

- **Environmental inputs** - The air you breathe and the water you drink, the particular diet you eat, the quality of the food available to you, your level of physical activity, and toxic exposures or traumas you have experienced all affect your health.
- **Mind-body connections** - Psychological, spiritual, and social factors all can have a profound influence on your health. Considering these areas helps the Functional Medicine practitioner see your health in the context of you as a whole person, not just your physical symptoms.
- **Genetic makeup** - Although individual genes may make you more susceptible to some diseases, your DNA is not an unchanging blueprint for your life. Emerging research shows that your genes may be influenced by everything in your environment, as well as your experiences, attitudes, and beliefs. That means it is possible to change the way genes are activated and expressed.

Through assessment of these underlying causes and triggers of dysfunction, the Functional Medicine practitioner is able to understand how key processes are affected. These are the body's processes that keep you alive. Some occur at the cellular level and involve how cells function, repair, and maintain themselves. These processes are related to larger functions, such as:

- how your body rids itself of toxins
- regulation of hormones and neurotransmitters
- immune system function
- inflammatory responses
- digestion and absorption of nutrients and the health of the digestive tract
- structural integrity
- psychological and spiritual equilibrium
- how you produce energy

All of these processes are influenced by environmental factors and your genetic make-up; when they are disturbed or imbalanced, they lead to symptoms, which can lead to disease if effective interventions are not applied.

A COMPREHENSIVE APPROACH TO TREATMENT

Most imbalances in functionality can be addressed; some can be completely restored to optimum function, and others can be substantially improved.

- **Prevention is paramount.** Virtually every complex, chronic disease is preceded by long-term disturbances in functionality that can be identified and effectively managed.
- **Changing how the systems function can have a major impact on the patient's health.** The Functional Medicine practitioner examines a wide array of available interventions and customizes a treatment plan including those with the most impact on underlying functionality
- **Functional Medicine expands the clinician's tool kit.** Treatments may include combinations of drugs, botanical medicines, nutritional supplements, therapeutic diets, or detoxification programs. They may also include counseling on lifestyle, exercise, or stress-management techniques.
- **The patient becomes a partner.** As a patient, you become an active partner with your Functional Medicine practitioner. Such a partnership allows you to be in charge of improving your own health and changing the outcome of disease.

Policies and Procedures



GETTING STARTED:

1. Read this document to be sure that Nutrition Team with Kim Ross is the type of clinical setting you are searching for.
2. Complete the online questionnaire so we can get to know a little bit more about you and your health concerns. To complete questionnaire, visit www.nutritionteamwithkimross.com/questionnaire.
3. Schedule your free 10-minute phone call to provide an opportunity to make sure Kim will be a good fit in achieving your health goals. The link to book online is: www.nutritionteamwithkimross.com/book-online

CONSULTATIONS:

Consultations are conducted by trained nutrition professionals with a variety of clinical backgrounds and specialties. Our recommendations are based on the principles of human clinical nutrition and Functional Medicine and Nutrition to help you with your health goals. Each client will receive personalized care and recommendations. The ultimate goal is that each client will learn and adopt lifestyle changes, including diet, exercise and stress management protocols to lead a healthier life.

Consultations are held in person, by video conferencing (HIPAA compliant) or by phone. It is important to note that follow up consultations with a staff nutritionist are only held via video conferencing OR phone. Appointments with Kim Ross can be held in person, via video conferencing or by phone.

To first establish as a client, an initial consultation will be held.

INITIAL CONSULTATION

This will consist of 2 appointments, approximately 1 week apart.

“Discovery” appointment: 60 minutes

- We will complete an initial assessment prior to your scheduled appointment, based on the intake forms and medical records that are provided by the client. (All necessary paperwork (questionnaires and labs) must be received at least one (1) week prior to your appointment.)
- Any items that need clarification will be reviewed during the first appointment in order for us to have all the details Kim or a member of her nutrition team needs to develop a customized plan.

“Review and Plan” Appointment: 60 minutes

- Your Functional Nutrition Personalized Plan will be reviewed. This will include a review of findings, recommendations for nutrition, exercise, sleep/restoration and supplements and goal setting.
- All necessary supporting materials will be provided. (i.e. recipes, dietary plans, etc.).
- Additional tests/labs may be requested.

FOLLOW-UP CONSULTATIONS

We have found that 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, we are also able to make the occasional changes to your plan that may be needed to help you continue your journey. Several packages have been created to fit your individual needs. While this is ultimately your choice, we will provide you with the package recommendation that we feel will best fit your needs and goals.

Policies and Procedures



CONSULTATION PACKAGES: *Please see website for full details.*

Consultation	Includes	With Kim	With Team Nutritionist*	Monthly Payment Plan	Supplement Discount
Initial	<ul style="list-style-type: none"> Discovery app't. Review and Plan app't. 	Included in 1, 3 or 6 month plan	Included in 1, 3 or 6 month plan		
1 Month	<ul style="list-style-type: none"> Initial consultation One (1) 30-min. consultation One (1) 60 min.coaching session¹ Up to 30 min's. of weekly email support 	\$520	\$416		10%
3 Month	<ul style="list-style-type: none"> Initial Consultation Two (2) 30-min. consultations One (1) 60-min. consultations completed at 3 mos. One (1) 60-min. coaching session¹ Five (5) 30-min. coaching sessions¹ Up to 30 min's. of email support/mo. 	\$910	\$728	√	15%
6 Month	<ul style="list-style-type: none"> Initial Consultation Four (4) 30-min. consultations Two (2) 60-min. consultations completed at 3 and 6 mos. One (1) 60-min. coaching session¹ Eleven (11) 30-min. coaching sessions¹ Up to 30 minutes of email support/mo. 	\$1440	\$1152	√	20%
6 Pre-Paid²	<ul style="list-style-type: none"> Six (6) 30-min. follow up consultations <i>(Expires 12 months from date of purchase)</i>	\$330	\$264		10%
30 Minute³	One (1) 30-minute consultation	\$65	\$52		
45 Minute³	One (1) 45-minute consultation	\$85	\$68		
Re-Evaluation⁴	One (1) 60-min. consultation and updated intervention	\$240	\$192		

1 Team Nutritionists consult with Kim on the nutritional assessment and personalized plan that is developed.

All consults with Team nutritionists and Coaches are held via Video Conferencing or Phone only

2 Can be used after completing the 1-Month, 3-Month or 6-Month Package

3 Can be used after completing the 1-Month, 3-Month or 6-Month Package or if additional consultations are needed during your 1-Month, 3-Month or 6-Month Transformation

4 For clients who have not seen Kim or one of the team members in over 6 months.

Policies and Procedures



CONSULTATION PACKAGES: COACH'S CORNER PACKAGES:

These packages are only available after completing a 1-Month, 3-Month or 6-Month Transformation Package.

Coaching Services	Includes	With Debbie*	Supplement Discount
3 Month	<ul style="list-style-type: none">• One (1) 60-minute coaching session• Five (5) 30-minute coaching sessions• Monthly Educational Video• Up to 30 minutes of email support each month• MultipleTools to help you achieve your goals!	\$300	10%
6 Month	<ul style="list-style-type: none">• One (1) 60-minute coaching session• Eleven (11) 30-minute coaching sessions• Monthly Educational Video• Up to 30 minutes of email support/month• MultipleTools to help you achieve your goals!	\$600	15%

*All coaching sessions are held via Video Conferencing or Phone Only.

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CANCELLATION POLICY:

There is a strict 1-week cancellation policy on initial consultations and a 48-hour (2 business days) cancellation policy on follow-up consultations. Failure to cancel in this time frame will result in a full appointment 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.

SECURING YOUR INITIAL APPOINTMENT

Option 1: Purchase the package that best fits your goals and needs, paying in full.

Option 2: A deposit of \$150 secures your scheduled initial visit and is due within 48 hours of your appointment being scheduled.

If the package is not purchased or the deposit is not received within 48 hours, your appointment will be canceled and must be rescheduled. The balance of the package or initial consultation will be due one week prior to your initial consultation.

REFUNDS:

- Pre-paid Programs and Packages: Refunds will not be given for pre-paid plans and packages.
- Refunds will not be provided on the deposit that secures your initial consultation time slot.

INSURANCE INFORMATION:

We do not accept any form of health insurance for consultations or supplement purchases. You will be provided with 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 Kim 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. Your records should be mailed or faxed to our office one (1) week prior to your scheduled appointment.

Policies and Procedures



SUPPLEMENTS:

In determining what you need to restore health, our office only suggests high-quality professional supplements. You are not under obligation to purchase these supplements directly from our office. If they are suggested as part of your plan, it is important to use them and follow the directions provided regarding dosing, regardless of where you purchase them. In choosing supplements, we consider:

- The quality of science behind the product
- The quality of ingredients
- The quality of the manufacturing process
- The synergy among the ingredients

We cannot guarantee the same quality or expected effectiveness of supplements purchased through health food stores, retail stores or through suppliers online.

Individuals participating in a pre-paid plan will be provided a courtesy discount on all supplements.

TERMINATION OF SERVICES

This is rare and will be avoided whenever possible, however, we have the right to terminate the services with a 30-day written notice. If services are terminated, a refund will be given for the remaining visits owed. Refunds will be made within 30 days of notification. As the client, you have the right to terminate services at any time and agree to give proper notification. (See cancellation policy).

PREPARING FOR YOUR CONSULTATION

Complete Intake Forms

Intake forms can be sent to you by email or standard mail. Please note that the forms will take you some time to complete. The more complex 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 we can have an accurate picture of your current eating habits.

Send Your Medical Records

Request your recent medical records/labs and have them faxed to 315-849-4644 or mailed to 2602 Genesee St. Utica, NY 13502. 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.

Intake forms and Medical Records must be received at least 1 week prior to your scheduled appointment.

Policies and Procedures



FAQs

What is a Functional Medicine or Functional Nutrition Practitioner?

Functional Medicine and Nutrition practitioners promote wellness by focusing on the body as a whole. They are trained to assess underlying causes and triggers of dysfunction in the body, such as stress, toxins, genetic make-up, inflammation, immune response, energy production, digestion, elimination and the regulation of hormones. The FM practitioner becomes your partner in achieving health goals, empowering you to take control of your own health and body. For more details, visit www.NutritionTeamWithKimRoss.com/about-functional-nutrition

Can you help me?

We provide you with 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 lifestyles and the impact it can have on improving health and many chronic illnesses. Ultimately, making the necessary changes is up the individual. We will provide the guidance and tools, but you will need to do the work.

Can you be my primary health care provider?

No. Kim Ross has extensive training in nutrition and Functional Medicine holding credentials that allow her to practice in these areas. Kim is not a licensed medical doctor or medical care provider and cannot provide advice or services specific to this aspect of medicine. She can provide referrals to health care providers if required.

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

No, we currently work with clients across the country due to the highly specialized field of Functional Medicine and Functional Nutrition and provide a secure online platform to hold live telehealth or phone appointments.

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

A limited number of tests are available through Nutrition Team with Kim Ross. Note: These tests require upfront payment. You will need to check with your insurance company if they offer reimbursement. See the list of tests available at <https://www.nutritionteamwithkimross.com/lab-testing>.

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

Kim will be spending a substantial amount of time reviewing your labs/tests and the extensive questionnaire prior to your initial consultation. This insures that you are committed to the consultation and value the time Kim will be spending to develop your customized plan which begins prior to your first appointment.

Is a pre-paid plan or package required for all clients?

Yes, choose from the 1-month, 3-month or 6-month Transformation package. Change in lifestyle requires time and often involves a lot of questions along with the need for support. Planning for multiple visits will allow for us to spend the needed time answering questions and monitoring your progress. We are also able to make any necessary adjustments/modifications in your plan to allow the maximum healing to occur. Additionally, the packages provide financial savings over the course of time as well as discounts on supplements.

Policies and Procedures



FAQs Continued

Do you recommend supplements?

Yes, most the time nutritional supplements are part of your plan. The average person is nutritionally deficient. To achieve your goals, these insufficiencies or deficiencies will need to be corrected. This process is difficult to obtain with diet alone until you have achieved optimal health.

How much will my supplements cost?

Since each plan is individualized, an exact cost is not known. We provide a discount on all professional supplements suggested for those in a pre-paid plan, providing a lower cost than what you are likely to find if you were to search for these products on your own.

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

Telehealth encompasses the use of technology to conduct consultations. We use a HIPPA compliant 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 a member of our team. You will be required to have a computer, laptop, smart phone or tablet and internet access to participate in telehealth consultations with our team members.

Do you have any discounts on your programs?

YES! By consulting with one our these team nutritionists, you will receive a 20% discounted rate.

Can I pay monthly for my 3-Month Transformation or 6-Month Transformation program?

YES! The cost of the initial consultation must be paid upfront and the balance of the program can be divided into equal payments, due on the first of each month. Payment plans are not available for the 1-Month Transformation.

**CLIENT COPY
RETAIN FOR YOUR RECORDS**