



# *Your Path to Working With Us*

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## **How do I book my first appointment?**

Book your initial consultation through our online booking system [HERE](#). You will be guided to create a patient portal account, add a credit card on file (*required to book*), and schedule your appointment.

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## **What is the patient portal?**

The patient portal allows you to view bookings, update personal information, upload labs, and access session notes and recommendations from Elizabeth.

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## **How much is the initial consultation?**

The initial consultation is **\$350** for 60 minutes.

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## **Are virtual appointments available?**

Yes, appointments are currently available by phone or online video only, as Elizabeth is offering virtual sessions at this time.

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## **What happens during the first appointment?**

Elizabeth will complete a full health evaluation during your session. Afterward, you'll receive session notes, a personalized program recommendation, and package options to move forward. Please note that we do not offer single follow-up visits; ongoing care is provided through programs or packages only.

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## **Do you accept insurance or provide reimbursement estimates?**

We do **not** accept insurance directly, but **superbills are available upon request** for you to submit on your own. We're unable to estimate reimbursement amounts, so we recommend contacting your insurance provider to ask about out-of-network nutrition coverage.







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## **How do I request a superbill?**

You may request a superbill after your session by contacting us at [eatright@ebnutrition.com](mailto:eatright@ebnutrition.com) or by mentioning your interest during your appointment with Elizabeth.

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## **Are there forms I need to complete before my first appointment?**

Yes. All new patients are **required** to complete intake forms prior to their first appointment with Elizabeth. These forms must be submitted before your session.

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## **What should I prepare before my appointment?**

Please complete all required new patient intake forms and upload any recent lab results, medical records, or supplement lists to your patient portal prior to your appointment.

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## **What if I need to cancel or reschedule?**

We have a 48-hour cancellation policy. All cancellation or reschedule requests must be submitted via email or phone call. If you are unable to reach us by phone, please leave a voicemail. Failure to provide proper notice will result in the appointment being charged to the card on file.

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## **What are your office hours?**

Our office hours for phone and email support are Monday and Thursday from 9:00 AM to 4:00 PM. Elizabeth currently sees patients only on Mondays and Thursdays from 11:00 AM to 3:00 PM. Appointment availability may vary. Please allow up to 48 hours for email correspondence.

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## **How do supplement orders work?**

We offer supplements and vitamins through a trusted supplier and ship them directly to your home. A shipping fee applies, and all supplement prices and order totals will be discussed with you and confirmed before we place the order.







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## **Are labs required before my first appointment?**

Labs are not required prior to your initial consultation. However, if you have recent lab work available, we strongly encourage you to upload it to your patient portal before your session so Elizabeth can review it in advance.

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## **Do you run your own labs?**

Yes. We offer functional lab testing through a trusted laboratory. If recommended, the lab kit is shipped to your home, completed by you, and returned to the lab. Results are sent directly to Elizabeth, and a follow-up appointment is scheduled to review findings and next steps.

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## **Do you work with specific conditions or goals?**

Elizabeth works with a wide range of health concerns and wellness goals, including digestive health, hormone balance, metabolic health, nutrient deficiencies, and overall wellness optimization. Care is always personalized based on your individual needs and health history.

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## **Can I book for my child or another family member?**

Yes. Elizabeth does work with children; however, she does not see infants. Please reach out to our office prior to booking so we can confirm your child's age and primary concern. A parent or legal guardian must complete all required intake forms and be present during sessions for minors.

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## **How is communication handled between sessions?**

Patients enrolled in a program receive check-ins through the patient portal. For general questions, you may email [eatright@ebnutrition.com](mailto:eatright@ebnutrition.com). More extensive concerns may require a short follow-up visit.







# *Returning Patients*

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## **How long are the initial and follow-up consultations?**

Initial consultations typically last 60 minutes and are fully customized to your needs. Follow-up visits range from 30 to 60 minutes, depending on your program.

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## **Do I need a re-evaluation before booking sessions?**

If it has been one year or more since your last visit, a one-hour re-evaluation (**\$350**) is required before booking additional sessions. If your last visit was less than one year ago, no re-evaluation is needed.

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## **What happens after a re-evaluation?**

After your re-evaluation, you may choose one of the following options:

- **A 3-month program, or**
- **A 6-session package**

*Please note: single sessions are not available after a re-evaluation.*

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## **Can I book a single session?**

**No.** Single sessions are not offered. Returning clients within one year of their last visit must purchase a package to continue care, or explore our many program options for ongoing support.

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## **How do I access my patient portal as a returning client?**

Returning clients can log into their existing patient portal to view appointments, messages, recommendations, and documents. For security reasons, we are unable to retrieve lost passwords, please use the “Forgot Password” feature within the portal to reset your access.

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## **Can I switch programs or packages if my needs change?**

Yes. Program adjustments may be made based on your progress and evolving needs. Once your initial program or package is complete, we can discuss additional options that align with your evolving needs and goals.

