



Welcome to Kaizen Nutrition & Wellness! We are so happy to be working with you, so let's get started.

We would like to take this opportunity to thank you for choosing Kaizen Nutrition & Wellness to assist you in your care. We are dedicated to the practice of integrating conventional medical nutrition therapy with complementary and alternative therapies to focus on each individual's natural ability to achieve a state of health and balance in body, mind, and spirit. We strive to provide education about how to promote wellness and prevention, facilitate positive lifestyle changes, and to expand your relationship with healthcare providers to make an informed-shared decision about your health and healing.

We encourage clients to assess and discuss the potential risks and benefits of dietary and nutritional therapies with your Dietitian and Primary Care Physician/Specialist. When assessing the strength of the evidence to support dietary and nutritional therapies, you are encouraged to consider known safety and effectiveness, and any known potential side-effects, drug-nutrient interactions, or known medical contraindications. Dietary supplements are not intended to diagnose, treat, cure, or prevent any disease, but rather are used to affect the structure or function of the body, general wellbeing, or manage a nutrient deficiency or insufficiency. Be sure to consult your Primary Care Physician before beginning any new program of care.

We look forward to sharing in your care.

#### ONLINE ELECTRONIC HEALTH RECORD:

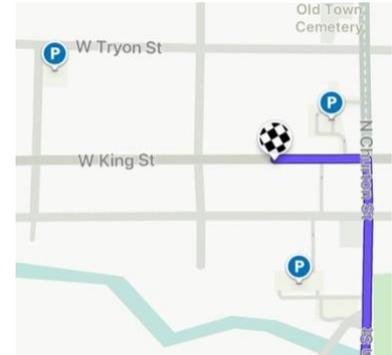
We use Practice Better as our online portal for notes, document storage, chat messaging, billing, and telehealth video sessions. Once an appointment is scheduled, you have access to your Practice Better account and can activate it by setting a password and completing any initial intake paperwork needed. You can use the chat feature to ask question or get clarification and guidance, reschedule appointments, or even log your activities and food for detailed analysis on nutrient intake – all within the portal.

If you have MyChart for other providers, we can provide you instructions on sharing your labs and other medical information securely with a 1-hour limited access code during our session. This can save time, particularly when pulling in medication lists, or recent labs.

# Kaizen

Nutrition & Wellness

**HILLSBOROUGH LOCATION:** We are located inside Cedar Walk Wellness (next to the Colonial Inn) at 147 W. King Street, Hillsborough, NC 27278. Parking is available along King Street, the municipal parking deck, off Churton Street behind Cup A Joe, or on W. Tryon Street. Hillsborough is becoming increasingly popular for events, concerts, tourists and new residents, so traffic can be heavier than usual at times, so please allow a little extra time to get through the beautiful, historic downtown and find a parking space.



Virtual appointments are available for private pay clients not using insurance or during special circumstances such as COVID19. You will log into your Practice Better account as usual at the time of your scheduled virtual appointment.

**NEW CLIENTS:** To ensure that you receive the most personalized attention possible, you will be prompted to review and complete intake forms prior to your appointment. In addition, if you have any lab or diagnostic reports that would be helpful for me to review, please scan and upload those documents in the link provided on the intake paperwork.

We recognize that completing initial paperwork, uploading documents and scans can take some time and that your time is important. Functional nutrition is comprehensive in an effort to identify the root cause of your symptoms or condition, and a robust history is key to this process. We appreciate the time invested upfront to provide this information via the initial paperwork.

**RETURNING CLIENTS:** You may upload or email any new labs/scans or other documents that you feel would be helpful for me to review prior to your appointment.

**OFFICE HOURS:** Office hours vary by provider and are by appointment only. Your appointment time is set aside specifically for you. We realize that things come up, so should you have a conflict, please reschedule or cancel your appointment at least 24-hours in advance. You can make changes to your scheduled appointment online. In general, the following hours are available for appointments as most clients are seeking evening or weekend appointments. Specific days and hours are subject to change at any time, and Saturday and Holiday appointments often fill up quickly.

Monday	4pm-8pm
Tuesday	11am – 7pm
Wednesday	9am – 5pm
Thursday	11am – 7pm
Friday	9am – 5pm
Saturday	9am – 5pm

Office (919) 234-7448 | Fax (919) 948-2383 | [KaizenNutritionWellness.com](http://KaizenNutritionWellness.com)  
147 W. King Street, Hillsborough NC 27278  
**Follow us on social @KaizenNutrWell**



Most holidays including New Year's Eve & New Year's Day, Martin Luther King Jr. Holiday, Memorial Day, Independence Day, and Labor Day are available for appointments, depending on the provider's schedule.

**INSURANCE:** For a current list of insurances we are contracted with, please visit our About page. We are happy to verify benefits for you. Some lab tests are covered by other insurances, others are not, and we will discuss all options and pricing with you when we meet in person. Once insurance is verified, you will be notified of your benefits and options. If you need a receipt for any private pay consultations, please ask, and we can provide that information for you to submit to your medical reimbursement accounts. If you wish to file out-of-network benefits, we can provide a CMS1500 form for that purpose after the consultation. Health coaching consultations are currently not eligible for insurance reimbursement. **Please view the full financial policy for more information.**

**CONFIDENTIALITY:** Your treatment is confidential and will not be disclosed with anyone without your consent. All information provided in oral, written or electronic form during sessions will remain confidential and will not be shared or disclosed to any third party, including your employer or relative without written consent. Information shared with insurance providers will include only the date of service, diagnosis code(s), and charges - all other personal information is not shared for insurance claim purposes. All confidential information is secured in the work area and disposed of by shredding only. Confidential information is used only for the purpose of providing nutrition care and evaluating health risk. **Please view our full HIPAA disclosure for more information.**

We look forward to helping you on your holistic health journey. If you have any questions, please email us at [Info@KaizenNutritionWellness.com](mailto:Info@KaizenNutritionWellness.com)

In Health & Wellness,

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Owner & Clinical Dietitian

Katherine Nethers, MPH RD  
Clinical Dietitian