

Cell Nutrition Terms of Engagement

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Please read the paragraphs below and sign both copies of this document. Keep one copy for yourself and bring the other along to your initial consultation.

The Nutritional Therapy Descriptor

Nutritional Therapy is the application of nutrition science in the promotion of health, peak performance and individual care. Nutritional Therapy practitioners use a wide range of tools to assess and identify potential nutritional imbalances and understand how these may contribute to an individual's symptoms and health concerns. This approach allows them to work with individuals to address nutritional balance and help support the body towards maintaining health. Nutritional Therapy is recognised as a complementary medicine and is relevant for individuals with chronic conditions, as well as those looking for support to enhance their health and wellbeing.

Practitioners consider each individual to be unique and recommend personalised nutrition and lifestyle programmes rather than a 'one size fits all' approach. Practitioners never recommend Nutritional Therapy as a replacement for medical advice and always refer any client with 'red flag' signs or symptoms to their medical professional. They will also frequently work alongside a medical professional and will communicate with other healthcare professionals involved in the client's care to explain relevant Nutritional Therapy interventions.

1. Nutritional Therapy works alongside conventional forms of care. Nutritional Therapy is not intended to replace medical advice, diagnose or treat medical conditions. It is your responsibility to inform your doctor of all medical concerns. You are also advised to keep your doctor informed of the recommendations you receive from Cell Nutrition because of possible interactions between medications and your nutritional programme. Nutritional advice is not a substitute for medical advice and/or treatment.
2. Cell Nutrition requires that you provide full contact details of your GP. Should your practitioner identify a need to contact your GP about an aspect of your health or medical history, a letter will be sent directly to your GP. You will be informed and consulted about all procedures relevant to your case.
3. The suitability of the advice you are given depends considerably on the accuracy of the information you provide in the questionnaires and during consultation. No responsibility can be accepted in the case of omitted or inaccurate information. You are expected to provide complete details of diagnosed medical conditions as well as any medication(s) being taken. Changes in diagnosis and/or medication in the course of your therapeutic programme with Cell Nutrition should be informed as soon as possible. You are also expected to provide full details of other nutritional supplements, herbal remedies and other therapeutic agents you may use during the course of your therapeutic programme with Cell Nutrition.
4. Payment is taken in cash at the beginning of each appointment. Alternatively, you may pre-pay online via direct bank transfer. You should contact your practitioner for details on how to pay online.
5. Cancellations and re-scheduling of appointments should be done at least 24 hours in advance. Failure to cancel or reschedule an appointment in due time will incur a 60% charge of the full consultation price to cover consulting room hire, traveling and practitioner time involved in preparation.
6. The Preliminary Assessment Questionnaires and the Four-Day Food Diary are documents made available to you when you book your first appointment. They should be completed and submitted to Cell Nutrition at least one week prior to the initial consultation. Failure to send this information in time may result in the consultation being postponed. These documents are essential tools used in the buildup of your case and analysis of your symptoms and conditions. They save

valuable time of your personal consultation and provide information on which the practitioner starts working even before you meet for the first appointment. It is important that all information provided is as accurate as possible.

7. Communication between consultations aims to address unexpected reactions that require *urgent* attention. Your therapist will advise you on booking a Skype or telephone consultation between visits in order to provide further support if needed. These calls are charged and should be booked in advance. **Please refer to website for current prices.** Skype and phone consultations should be paid via direct bank transfer on the same day. Please note it is not possible to provide advice via e-mail. You are welcome to e-mail your queries, but please expect to be offered a time slot for an extra phone or Skype consultation to discuss them. Skype and telephone calls are charged a flat rate for each half hour or part of.

8. When necessary, laboratory tests may be suggested as tools to clarify possible underlying imbalances. These tests incur additional costs although some might be available through NHS if agreed by your GP. Your practitioner will explain the applicability of possible tests giving you the choice to take them or not. You will be involved in the decision-making process of your programme at all times. Test results require professional interpretation and for that reason are sent directly to your practitioner. Results are disclosed and explained to you in a follow up consultation.

9. If supplements are prescribed by Cell Nutrition, they should be taken in the correct amount, at the correct time and for the duration of time specified in your programme. You are strongly advised to comply with the specific supplements detailed in your programme as quality and effectiveness can vary wildly between manufacturers. This advice aims to provide you with the most effective supplements for your individual needs and circumstances. Your Nutritional Therapist may suggest retailers where you can source all supplements though you are free to source them yourself (as long as you buy the same supplements specified in your prescription). Please note your Nutritional Therapist may receive commission from supplement and laboratory tests prescribed.

10. The outcomes of Nutritional Therapy vary amongst individuals and the success of the therapy will depend on your compliance. No responsibility can be accepted in the case of non-compliance, alterations to the original programme by third parties or alterations to the supplement suggestions. If you are unclear about the agreed Nutritional Therapy programme/food supplement doses/time period, you should contact your Nutritional Therapist promptly for clarification.

11. A written consent of a parent or guardian is required for Nutritional Therapy services offered to children under the age of 16. Children must be accompanied by their parent or guardian for the duration of any appointments.

12. All individual information gathered and analysed in the process of a case is strictly confidential. The information you provide Cell Nutrition will be safely processed and stored for the purposes of the development of your therapeutic programme, administration and future reference. Cell Nutrition complies with the Data Protection Act 1998 and your details will not be passed on to third parties without written consent.

13. Recording consultations using any form of electronic media is not allowed without the written permission of both client and Nutritional Therapist.

I understand and agree with the items specified above and accept that our professional relationship will be based on the content of this document.

Client name:	
Client signature:	
Date signed:	

Nutritional therapist name:	
Nutritional therapist signature:	
Date signed:	