

NASHVILLE

Nutrition Partners

Welcome Guide

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Welcome

Welcome to our practice! We are so glad you are here. You've made a decision to work with us to improve your overall well-being and we are happy to be working with you.

Wellness and nutrition therapy not only involve addressing what you eat but also how you think and feel about food and your body. This is not a one-size fits all approach. We will strive to understand your needs, preferences, and goals in order to offer realistic and personalized support for your nutrition, body and health concerns. We hope to create a relationship built on trust so that we can honestly and openly communicate with one another.

Creating a healthy relationship with food and your body is a long game. Because our bodies are intricate and our habits are deeply rooted, lasting changes will take time and occur in stages. Patience is key in this process.

Lastly, we'll always work at a pace that's comfortable for you. Please keep in mind that while we are considered experts in the work we do, we are not experts on YOU. Only you truly know what your body and mind experience, which makes your input and participation in this process incredibly important.

This packet contains all the information you need to set up your first appointment and to understand what to expect before and during your initial appointment.

We look forward to meeting you soon! If you have any questions in the meantime, please email hello@nashvillenutritionpartners.com. We are always happy to help!

Sincerely,

Jenn Fleischer MS, RDN, LDN, CDCES, CHWC Co-Founder/CEO
and your team at Nashville Nutrition Partners

Client Portal

Your portal is where you'll be able to message us, request an appointment with your clinician, view upcoming appointments, access handouts from sessions, upload documents, view financial statements and more. You will use this [link](#) to enter your email, and then click the link in the email to sign-in to your portal.

COMPLETE NEW CLIENT FORMS

You will receive an email notification for new client forms to be completed in your client portal. Please complete these forms at least 24 hours before your appointment. When filling out the New Client Intake Form, if you become overwhelmed, have trouble, or don't feel comfortable answering any of the questions, leave it blank!

SECURE MESSAGING

When your clinician sends you a secure message, you will receive an email. You can check your messages or send new ones at any time by logging into your client portal. Look for the secure message icon in the top right-hand corner. The secure messaging system is helpful if you need to talk to your dietitian directly about your scheduling needs.

REQUESTING APPOINTMENTS

You can request a new appointment time by clicking the "Appointments" tab, and then "Request Now." Choose your clinician, then initial or follow-up session. Select location, and then your clinician's calendar will pop up. Choose your preferred time. Once we get the request, we will accept or deny and send an email with more details.

If you already have an appointment scheduled, and this new time would replace that appointment, be sure to reach out to your dietitian via secure portal, or email our Office Coordinator at hello@nnp.clinic to cancel your existing appointment.

DOWNLOAD GUIDE TO CLIENT PORTAL

For more details, download the [Complete Guide to Your Client Portal](#).

Intro to Telehealth

WHAT EQUIPMENT DO I NEED?

For a successful telehealth appointment, you will need a stable internet connection and one of the following:

- a desktop computer with a webcam and speakers
- a laptop computer with built-in webcam and speakers
- a tablet device with built-in webcam and speakers
- a smartphone, with the Telehealth by SimplePractice app downloaded

HOW TO JOIN ON COMPUTER

Approximately 10 minutes before your appointment, you should receive either an email or SMS text appointment reminder. Click the unique link embedded in the reminder. Your video call screen will now open in a new tab. Click "join video call" when you are ready, and the call will be connected.

HOW TO JOIN ON SMARTPHONE

Download Telehealth by SimplePractice in your smartphone's app store. Approximately 10 minutes before your appointment, you should receive either an email or SMS text appointment reminder. Click the unique link embedded in the reminder. The Telehealth by SimplePractice app will automatically open when you click on the link. Click Join Video Call when you are ready, and the call will be connected.

TIPS FOR SUCCESS

- Aim to join your video session a few minutes early to test your settings.
- Choose a private, well-lit, and quiet room to have your appointment.
- For more details on the telehealth process, download the [Guide to Telehealth](#).

In-Person Appointments

WHERE TO FIND US

If your appointment is in-person, we are located within the TherapySpace office in Midtown:

210 25th Ave N
Nashville, TN 37203

PARKING INSTRUCTIONS

The parking garage can be accessed by turning onto Reidhurst Avenue. The garage entrance is across the street from Martin's bbq parking lot and to the left of the midtown CrossFit gym (Parkview Towers Parking). You can park in any unmarked space and take any elevator to the 6th floor.

Metered street parking is also available in front of the building on 25th Avenue. If you park in the front of our building you can enter the front door adjacent to JC Salons and take any elevator to the 6th floor.

Once you get to the 6th floor, enter the door that says "Therapy Space." Once inside, to the left you will find a place to check in. Select your dietitian, add your initials, and your dietitian will come get you at the time of your session.

Insurance Benefits Check

We check insurance benefits as a courtesy to you. After we check your benefits we will communicate, via email, our understanding of your coverage.

Because benefits checks are not guaranteed, we encourage you to call your insurance company to verify and fully understand your benefits. In the event of a misquote, you are still responsible for any copay/coinsurance/deductible amount that insurance reports after claims are submitted.

If your insurance policy does not cover nutrition counseling services, you'll need to pay out of pocket for your session(s) prior to or at the time of your appointment; but we do offer courtesy billing if your plan offers an out-of-network reimbursement.

Check out the "Benefits Check 2023" document in your portal for more details.

Team NNP

WE LOOK FORWARD TO SEEING YOU SOON!



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Team NNP

WE LOOK FORWARD TO SEEING YOU SOON!



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