

# Patient Welcome Packet: Rules of Engagement

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In order to keep a respectful and nurturing environment at NutritionRx, we ask that you, our patient, please understand and follow the following policies:

- All cancelations must be made at least 48 hours prior to your scheduled appointment. These cancelations must be sent to the Office Manager via email: [officemanager@nutritionrx.com](mailto:officemanager@nutritionrx.com).
- Any cancelations after the 48-hour window will be charged the full fee of the appointment.
- All patients must have a credit card on file in order to hold an appointment slot, even if you choose to pay for services rendered by check.
- Beverages are acceptable to bring with you, but please do not bring in food as some odors may be triggering for some of our patients
- Please turn cell phones to silent. If you need to make a call, please step out into the hallway or outside.
- Names of patients must be kept confidential. As such, it is important when making an appointment with the office manager to keep a respectful distance from the appointment calendar.
- Please be advised that we are primarily a fee for service medical nutrition therapy practice. However, we do accept some health insurance. If your services are not covered by your Insurance you are ultimately financially responsible for services rendered at NutritionRx.

Thank you for your understanding and compliance to these policies.



Nutrition & Diet Counseling Associates  
1309 Beacon Street, Floor 3 Brookline, MA 02446