



## Practice Policies

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### Practice Information

Madeline Gibson Nutrition

Madeline Gibson, MS, RD

PSC 559 Box 6688

FPO, AP 96377

+1 (724) 454-3121

[madelinemgibson.rd@gmail.com](mailto:madelinemgibson.rd@gmail.com)

[www.madelinemgibson.com/policies](http://www.madelinemgibson.com/policies)

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## Welcome to Madeline Gibson Nutrition!

I'm looking forward to working with you. Please review the following policies and sign to confirm acknowledgement of the policies. Please reach out to me at [madelinemgibson.rd@gmail.com](mailto:madelinemgibson.rd@gmail.com) if you have any questions or concerns. Thank you!

## Practice Policies

### Appointments and Cancellations

If you cannot keep your appointment, please make every effort to cancel or reschedule at least 12 hours in advance. You can cancel or reschedule by: sending me an email at [madelinemgibson.rd@gmail.com](mailto:madelinemgibson.rd@gmail.com) or canceling/rescheduling with the tools available on the Carepatron platform.

Appointments rescheduled or canceled at least 12 hours in advance will be refunded in full. Appointments rescheduled or canceled within 12 hours before the appointment may be subject to a

Appointments are reserved for a standard amount of time (75 minutes for initial intake sessions, 45 minutes for follow-up sessions and most group sessions) that is visible when you book. If you are late for an appointment, you may lose some of that session time.

## Consent to Use Videoconferencing Services by Carepatron

Telehealth by Carepatron is the technology service that we will use to conduct videoconferencing appointments. It is fairly simple to use and there are no passwords required to log in. By signing this document, you acknowledge:

- Telehealth by Carepatron is not an emergency service and in the event of an emergency, I (Madeline) will use a phone to call your local emergency telephone number or your emergency contact on file.
- Though you and I may be in direct, virtual contact through the Telehealth by Carepatron service, neither Telehealth by Carepatron nor Carepatron offers any medical or healthcare services or advice including, but not limited to, emergency or urgent medical services.
- The Telehealth service by Carepatron facilitates videoconferencing and is not responsible for the delivery of any healthcare, health advice or care.
- To maintain confidentiality, you will not share your Telehealth by Carepatron appointment link with anyone unauthorized to attend the appointment.
- You can ask me (Madeline) questions about the Telehealth by Carepatron platform and I will make every effort to find the answer. However, I may not have access to all of the technical information behind the platform.

## Electronic Payment Authorization

By your electronic signature of this form, you authorize charges to your credit card or other electronic payment method through Stripe via Carepatron for services rendered, as shown during booking. These charges will appear on your bank/credit card statement as "MADELINEMGIBSON.COM." You have the right to request a paper copy of this document.

You authorize Madeline Gibson Nutrition to charge my credit card or other electronic payment method as mentioned above.

You understand that this authorization will remain in effect until you cancel it in writing, and you agree to notify Madeline Gibson Nutrition in writing of any changes to your account information or termination of this authorization.

You certify that you are an authorized user of the credit card or other electronic payment method and will not dispute these transactions with your bank or credit card company as long as the transactions correspond to the terms indicated in this authorization form. You acknowledge that credit card transactions could be linked to Protected Health Information.

## Contacting me (Madeline)

If you need to contact me between sessions, please send me an email at [madelinemgibson.rd@gmail.com](mailto:madelinemgibson.rd@gmail.com) or a secure message via Carepatron. I will make every effort to reply within 24 hours. Note that email may not be a secure way of discussing details related to health, so secure messaging may be a better choice if the message contains sensitive content, and I may choose to reply to an email with a secure message or phone call.

## Safety and the scope of nutrition coaching

I am a registered dietitian providing **nutrition coaching**: working on goal-setting, nutrition education, and working towards general healthy eating and general health goals. These services are **not** medical nutrition therapy (so, specific medical conditions may not be able to be addressed). Any discussion of health conditions would be only for my awareness while coaching. Coaching is not intended to *treat*

I am not a provider of any medical services, including emergency medical services. **To ensure your safety, please consult your physician before making changes to your health routines.** If you experience an emergency medical situation, please call your local emergency services or visit a local emergency room.

## Minor clients

If a coaching client is under 18 years old, a parent or guardian must read and sign the above policies on the minor client's behalf. By reading and signing these notices, you give permission for your child to receive nutrition coaching from Madeline.

## Thank you

Thank you for reading these policies. I look forward to working with you! Please let me know if you have any questions.

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**By signing below, I am agreeing that I have read, understood and agree to the items contained in this document:**

Signature: \*



Name: \*

Date: \*