

Center for Functional Medicine
New Patient Packet



On behalf of the Center for Functional Medicine team, we are pleased that you have decided to seek guidance from our team to help you gain control of your health. We are humbled by the opportunity to partner with you. We will help guide you with education, recommendations, tools, and feedback as you move along your journey to wellness.

Functional Medicine is a systems-based approach to prevention, healing, recovery, and optimization. This strategy helps identify clinical imbalances that increase the risk of illness. We focus on root cause and consider your full context of living and your personal story. Rather than just asking ‘what’ illness is present, we ask ‘why’ the illness is present. For this, we take a comprehensive approach to examine you and your health - questionnaires, extensive personal history, and testing can all be important tools to help us understand your story. But don’t worry, you will not be alone on this journey. Our team of expert caregivers – Providers, Dietitians, Health Coaches and Holistic Psychotherapists – all work together, with you as the driver, to identify strategies that you can address to achieve optimal wellness.

This information packet will be your companion guide on your journey to wellness. It includes information on our approach and the tools that will be integral to you. Please feel free to contact a team member if you have questions or concerns.

Thank you, again, for entrusting us to partner with you on your journey to wellness.



Dr. James E Carter, MD
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Center for Functional Medicine

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Functional Medicine is a means of health care delivery that approaches disease as part of a continuum between wellness and illness that changes over time as you interact with your environment¹. It is a systems-based, patient-centered, individualized approach to care that identifies genetic, environmental, and lifestyle factors that contribute to clinical risk and may contribute to your chronic condition¹.

Functional Medicine believes in “food first”. We recommend nutrients as a first-line therapy emphasizing anti-inflammatory, low glycemic index, nutrient-dense food plans that encourage eating the rainbow (a variety of bright-colored vegetables, fruits, nuts, beans, seeds, and spices), while minimizing ultra-processed foods. Dietary supplements are sometimes used as an adjunct to diet in order to balance nutritional deficiencies, as well as utilizing plant-based anti-oxidants, anti-inflammatory herbs, and prebiotics/probiotics to modify the gut microbiome and assist with detoxification.

Functional Medicine provides you with a multi-disciplinary team of caregivers that include a Provider (physician or advanced practice provider), Registered Dietitian, Health Coach and Holistic Psychotherapist (if applicable) to help with lifestyle modification and behavior change. Our team will work with you to address the underlying causes of your condition and support you as you strive to reach your optimal health. With your permission, we will ask you what, where, when, how, and why you eat and make culturally appropriate recommendations aligned with your goals of life.

Welcome to the future of medicine.

¹Beidelschies M et al. Association of the Functional Medicine Model of Care With Patient-Reported Health-Related Quality-of-Life Outcomes. *JAMA Network Open*. 2019; 2(10): e1914017.

Today's Visit

In this one-on-one appointment, your Provider will discuss your medical timeline history, perform a physical exam, and review your intake questionnaires. Your provider will also recommend a management plan tailored to your specific needs and order appropriate lab/diagnostic testing and/or dietary supplements (*if needed*).

Be sure to review your After Visit Summary (or AVS) in MyChart®. This document contains valuable visit information that will be helpful to you.

Following this appointment, you will be able to:

- Describe the Functional Medicine approach.
- Discuss how your personal history may contribute to your current health status.
- Identify if you are ready for change and what you agree your first steps will be.

Continue Your Care**To connect with your Provider:**

- Schedule an in-person or virtual follow-up appointment after your visit. For more information, see the “Patient Resources” section.

Notes

Standard Laboratory Testing

Functional Medicine providers will order labs during your initial visit. Most patients are not expected to fast for their appointment. If your provider recommends fasting labs, you are encouraged to complete those labs on a different day at a Cleveland Clinic location that is convenient for you. If you decide to fast for the appointment, please note that your lab appointment may not be scheduled until after all of your functional medicine appointments are completed. Plan to bring a small snack so you can eat after your lab work is completed.

At-Home Laboratory Testing

Stool, urine, or saliva testing may be ordered at your visit and should be completed within 2 weeks of receiving your kit. It can take up to 4-6 weeks to receive all of your results. Be sure to have follow up visit scheduled approx. 8-12 weeks from the initial visit to review results. All kits have detailed instructions, a requisition form or QR Code to scan for electronic requisition form, a prepaid shipping label, and a customer service number should you have questions.

Instructions

- Please review all instructions prior to the day you plan to do the test, as some have specific restrictions and/or instructions which require planning.

Requisition forms

- You must complete all areas on the requisition form (if applicable) to include the date of testing or your specimen may be rejected.

Sample preparation

- Complete kits prior to implementing new supplement recommendations. These results will provide helpful baseline information. You should continue to take all essential prescription medications.
- Label all sample vials as instructed or your sample may be rejected.
- Some tests may be performed over the weekend and mailed on a Monday. This may require samples to be frozen or refrigerated before shipping.

Shipping

- Be sure to pack all samples as instructed. All vials are packed in the biobag which goes into the box.
- Plan to ship your specimens ideally by the next day – **Monday through Thursday** via FedEx or UPS. Call the carrier to arrange for pick up or drop off at a FedEx or UPS store location. **Do not use drop boxes.**

Laboratory Results

Lab results for labs completed at CCF will be sent to your provider for review. If labs completed elsewhere, please verify with that facility that they will be sent to the provider.

You will be contacted regarding any emergent test results, otherwise your results will be reviewed at your next follow-up appointment.

Blood Draw Locations

Main Campus

- **Center for Functional Medicine**

Location: Glickman Tower, Q2-1, 9500 Euclid Avenue, Cleveland, Ohio 44195

Times: 8:30am-4:30pm, Monday-Friday

Note: While this lab is located onsite for your convenience, there are extended wait-times during peak hours between 9:00am and 2:00pm.

- **Internal Medicine**

Location: Glickman Tower, G-10, 9500 Euclid Avenue, Cleveland, Ohio 44195

Times: 8:00am-5:00pm, Monday-Friday

Chagrin Falls

- **Chagrin Falls Family Health Center**

Location: 551 Washington St, Chagrin Falls, OH 44022

Times: 7:30am-5:30pm, Monday-Friday

**Please note, at home kits may only be drawn during specified days and times. Please see MyChart kit instructions for details.*

For a complete listing of blood draw locations, please visit:

<http://my.clevelandclinic.org/services/laboratory>

<http://clevelandcliniclabs.com/contact-us/draw-site-locations/>

Today's Visit

In this shared medical appointment setting, a Registered Dietitian will introduce you and others to the use of 'food as medicine'. You will learn how to be mindful of food focusing on the quality, not quantity, of ingredients, and how you can set yourself up for success.

Following this appointment, you will be able to:

- Discuss the importance of nutrition in the Functional Medicine model of care.
- Explain the importance of a food plan in your care.
- Describe how to implement the recommended food plan.

Continue Your Care

Our experienced Registered Dietitians are available to help you develop a personalized plan that meets your nutrient needs so that you can function at your best.

To connect with one of our Registered Dietitians:

- Schedule an in-person or virtual follow-up appointment after your visit. For more information, see the "Patient Resources" section.

Notes

This visit may be on the same day, or a different day, depending on availability.

In this Virtual shared medical appointment setting, a Health Coach will help you and others gain the knowledge, skills, tools and confidence to reach your self-identified health goals. You will learn how to identify your personal health and wellness issues, appreciate how they intersect and begin to develop strategies to overcome them.

Following this appointment, you will be able to:

- Explain the role of a health coach in the Functional Medicine model of care.
- Identify habits related to exercise, sleep and stress that are conducive to a higher quality of life.
- Develop realistic lifestyle goals and action plans for achieving these goals.

Continue Your Care

Our experienced Health Coaches are available to provide continuous support, resources and encouragement for the adoption of habits that are conducive to a higher quality of life. They will work closely with you to develop action plans for implementing lifestyle changes.

To connect with one of our Health Coaches:

Visit Front desk to schedule initial Health coach visit.

- Schedule a virtual follow-up appointment after your visit. For more information, see the “Patient Resources” section.

Notes

Before leaving today, be sure to stop at the front desk to schedule your follow-up appointments.

If you are unable to stop at the front desk after your visit, please call the Center for Functional Medicine directly at 216-445-6900 option 1 to schedule any follow-up appointment(s). Refer to the instructions on your After Visit Summary (available within MyChart®) for scheduling these appointments.

Shared Medical Appointment Programs

The Center for Functional Medicine has several shared medical appointment (SMA) programs available to help support you on your journey to wellness. In these appointments, you receive in-depth education in a group setting and, in many instances, also a brief evaluation and management time with a Provider.

SMA's are an innovative, interactive approach to healthcare that brings patients with common needs together with one or more healthcare providers. During a typical SMA, 7-12 patients are seen together in a setting that encourages discussion of symptoms, experiences, and concerns. Patients are able to not only learn from the provider, but also other patients.

Program and Registration Link	Description	Facilitators	No. of Sessions*	Type of Patients	Cost**
Functioning for Life™ (FFL) <ul style="list-style-type: none"> • Weight Mgmt. • Autoimmune • Digestive Disorders • Diabetes • Women's Health • Pain/Migraine www.clevelandclinic.org/FunctioningForLife	A robust program of shared medical appointments. Condition-specific programs have been developed and patients can select the series that is right for them.	Provider Dietitian Health Coach	10 Weekly Sessions	New and Established Adult Patients	Insurance Billed
Functional Ketogenics™ www.clevelandclinic.org/FMKeto	A program focused on a low carb, moderate protein and high fat diet. This program will prepare you for planning and integration into your current lifestyle.	Provider Dietitian Health Coach	10 Weekly Sessions	New and Established Adult Patients	Insurance Billed
Get Functional™ www.clevelandclinic.org/CFMGetFunctional	A program that introduces the patient to the detoxification process that can heal the body on every level.	Provider Dietitian Health Coach	5 Weekly Sessions	New and Established Adult Patients	Insurance Billed

Provider = Medical Doctor, Doctor of Osteopathic Medicine, Physician Assistant or Nurse Practitioner

*All sessions are 1 to 2 hours in length

Shared Medical Appointment Programs (cont'd)

Program and Registration Link	Description	Facilitators	No. of Sessions*	Type of Patients	Cost**
FFL Mindfulness™ www.clevelandclinic.org/FFLMindfulness	A program that explores the components of mindfulness that are crucial for lasting lifestyle and behavior changes.	Health Coach	4 Monthly Sessions	FFL Graduates and Established Patients	No Cost
FFL Nourish™ www.clevelandclinic.org/FFLNourish	A program that takes a deeper dive into nutrition	Dietitian	4 Monthly Sessions	FFL Graduates and Established Patients	Insurance Billed
Functional Medicine ReCOVer SMA www.clevelandclinic.org/FMrecover	A program focused on addressing Long Covid Symptoms using the Functional Medicine approach.	Provider Dietitian Health Coach	10 Weekly Sessions	New and Established Adult Patients	Insurance Billed

Provider = Medical Doctor, Doctor of Osteopathic Medicine, Physician Assistant or Nurse Practitioner

**All sessions are 1 to 2 hours in length*

***Check if Cleveland Clinic is in network*

Healthy Living Shop

The Center for Functional Medicine offers an easy to use, convenient way to order supplementation recommended by your provider through the Healthy Living Shop.

All of the products offered are considered high-quality, and adhere to specific criteria for quality and effectiveness including good manufacturing practices, use of clean products, free of fillers, binders, and other antigens. In addition, we follow third party analysis for independent verification of active ingredients.

Get started by following three easy steps:

1. Visit the following webpage: <https://store.healthylivingshop.com/>
2. Create an account:
 - Enter your first name, last name, email address which will be your username
 - Create password
 - Select a referring physician from the dropdown box. If they are not listed, select “other”
3. If you are a new patient, enter the following provider code (case specific):
FUNHLSNEWP24
4. Order recommended supplementation
 - Enter the supplement name in the search box
 - Add all supplements to your cart and proceed to checkout. Orders of \$100 or more qualify for free shipping.

*Please allow 5-7 business days for delivery. For issues with your MRN please call 216-444-2273

MyChart®

MyChart® is a secure, online health management tool that connects you to your Cleveland Clinic healthcare team and important information from your electronic medical record.

To sign-up, visit the following webpage: <https://mychart.clevelandclinic.org/>

Message one of your caregivers by following the instructions below:

- 1. To message on your computer:**
 - Sign into MyChart®
 - Under ‘Messaging’ at the top of the screen, select ‘Message My Doctor/eVisit’
 - Select ‘Message My Doctor’s Office’ and choose your caregiver from the dropdown box and select ‘Subject’ option
- 2. To message on your mobile device:**
 - Download the free MyChart® App, and create an account (if you don’t already have one)
 - Select ‘Messages’ then ‘Send A Message’
 - Choose your caregiver from the dropdown box and select ‘Subject’ option

*Note that test results can **only** be evaluated and discussed during an appointment with your Provider.

Holistic Psychotherapy

When faced with emotional challenges, our physical well-being can be compromised. This is why we offer Holistic Psychotherapy as part of our overall suite of services. Holistic Psychotherapy can help identify and understand feelings and behaviors, experience the process of making positive change, and gain healthy coping skills.

Our goal is to help patients enhance their life skills so they can build resilience to:

- Constant stress
- Grief and loss
- Lifestyle changes/
- loss of family support
- Anger issues
- Work-related stress
- Self-esteem issues
- Phobias Anxiety
- Depression
- Relationship/Marital issues
- Abuse/Domestic violence
- Parenting struggles
- School issues
- Adjustment disorder
- Behavioral issues

You may be able to be seen the same day as your current appointment, or you can schedule a follow-up at a later date. To schedule an appointment today, call 216-445-6900, select option 1.

Virtual Follow-Up Visits

All patients* have the option to complete virtual follow-up visits with their care provider using a smartphone, tablet, or computer with a camera, microphone, and speakers. Virtual visits can be scheduled by calling 216-445-6900, option 1.

**Some restrictions may apply due to State Medical licensing rules.*

For more information on how to prepare for your scheduled video visit, please visit <https://my.clevelandclinic.org/online-services/mychart/faq#video-visits>

Billing Information for Your Virtual Visit

Please contact a financial advocate for billing and cost details associated with this type of visit (see next section)

Billing

Cleveland Clinic accepts a wide variety of insurance and contracted managed care plans. While our services are covered by most insurances, we suggest that our patients contact their insurance company to verify the following items:

- Determine if Cleveland Clinic is in network
- Determine if nutritional counseling is an insurance benefit. You may utilize CPT codes 97804 for group, or 97802 for individual new Nutrition consult.

For more information please call our Patient Financial Advocates at 216-442-1600.

If you have questions regarding a bill you received from Cleveland Clinic, please call 216-445-6249.

Functional Medicine

Functional Medicine is a means of health care delivery that uses a systems approach to healing to help us efficiently navigate the landscape of illness and identify imbalances that lead to illness. Rather than just asking ‘what’ illness is present, we ask ‘why’ the illness is present and identify where we need to go first on our journey.

We focus on delivering patient-centered care which regards your experiences and voice as important aspects to healing. We care about the physical, mental and social aspects related to your current health status. To capture this information, we ask that you provide an extensive medical and personal history, complete questionnaires that evaluate your symptoms and health, and have any needed testing performed. We then organize this information in a way that helps us understand your story and develop a personalized care plan. But don’t worry, you will not be alone on this journey! Our team of expert caregivers – Providers, Dietitians, Health Coaches and Behavioral Health Specialists – will support you and help address imbalances so that you can heal.

PROMIS® Global

As part of your care, we ask you to complete PROMIS Global Health (or PROMIS Global) a National Institute of Health (NIH)-validated questionnaire. PROMIS Global can assesses changes in **physical, mental and social well-being** over the course of your care with us and may guide your personalized care plan.

How will it be delivered to me?

PROMIS Global will be delivered electronically to your MyChart® account via Pre Check-In 7 days prior to your visit. You can complete PROMIS Global by accessing MyChart on your smartphone, desktop computer or laptop computer.

How long will it take me to complete and how often will I need to complete it?

PROMIS Global includes 10 questions that should only take 5 minutes to complete. In order to assess changes to your global health status, PROMIS Global will be administered prior to any appointments.

How will this information be used?

PROMIS Global will be reviewed as part of your clinical visit, and helps your provider appreciate changes in your global health status as a result of a personalized management strategy.