

Center for Functional Medicine New Patient Packet



On behalf of myself and the Center for Functional Medicine team, we are excited that you have decided to entrust us with your health and partner with us on your journey to wellness.

Functional Medicine is a systems approach to healing – like a GPS system – to help us efficiently navigate the landscape of illness and identify physiological imbalances that lead to illness. 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 are all critical to telling your story and helping us map your journey. 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 – all work together, with you, to eliminate imbalances so that you can 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 while on your journey. Please feel free to contact a team member if you have questions or concerns.

Thank you, again, for entrusting us with your health and partnering with us on your journey to wellness.



Elizabeth Bradley, MD

*Medical Director, Cleveland Clinic
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 provides an individualized, patient-centered model of care that organizes your signs and symptoms along with your lifestyle, environmental and genetic factors to identify underlying drivers of your chronic condition¹.

Functional Medicine uses nutrition as a first-line therapy focusing on an anti-inflammatory, low glycemic index, nutrient-dense food plan that encourages the consumption of fresh, bright-colored vegetables, low glycemic index fruits, and non-processed foods. Dietary supplements are 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.

Functional Medicine also provides you with a multi-disciplinary team of caregivers including a Provider, Registered Dietitian, Health Coach and Behavioral Health Therapist 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 health goals.

Welcome to the future of medicine.

¹Hanaway P. Form follows function: A functional medicine overview. *Perm J.* 2016; 20(4): 125-126.



1

Provider Appointment

Duration
60 min

2

Laboratory Testing

Duration
15 min.

3

Shared Nutrition Appointment

Duration
60 min.

4

Shared Health Coaching Appointment

Duration
30 min

5

Schedule Follow-Up Appointment

Duration
15 min

Today's Visit

In this one-on-one appointment, your Provider will discuss your medical history, perform a physical exam and review your LivingMatrix[®] also known as the Medical Intake Questionnaire. Your provider will also develop a management plan tailored to your specific needs and order lab testing and/or recommend dietary supplements (*if needed*).

Be sure to get your After Visit Summary (or AVS). This document contains valuable visit information that will be helpful to you. It will also be available in MyChart[®] following your visit.

Following this appointment, you will be able to:

- Describe the Functional Medicine model of care.
- Discuss how your personal history may contribute to your current health status.

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

- Schedule an in-person follow-up appointment at our front desk before you leave today.
- Schedule a virtual consult using the Express Care Online[®] App. See details for this in the "Patient Resources" section.

Notes

Standard Testing

All standard laboratory testing ordered by your provider may be drawn at any Cleveland Clinic lab location. Some labs may have specific requirements such as fasting or limitations with respect to certain medications. Please refer to the instructions within your AVS. Because fasting is required for some labs, patients with appointments 11:00am or later will not be drawn the same day. Results are reviewed by your Provider before they are released into MyChart®. You will be contacted regarding any emergent test results, otherwise your results will be reviewed at your next follow-up appointment.

Main Campus

Center for Functional Medicine: 8:30am-4:30pm, Monday-Friday
Glickman Tower, G-10: 8:00am-5:00pm, Monday-Friday

Chagrin Falls Family Health Center

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

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

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

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

At-Home Testing

All at-home testing ordered by your provider (stool, urine or saliva) should be completed within 2 weeks of your initial visit. It can take up to 4-6 weeks to receive all of your results. All kits have detailed instructions, a requisition order 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 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.**

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 follow-up appointment at our front desk before you leave today.

Notes

Today's Visit

In this 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:

- Schedule an in-person appointment or phone consult at our front desk before you leave today.

Notes

Before leaving today, be sure to stop at the front desk to schedule your follow-up appointments. Refer to the instructions on your AVS (the paperwork your provider gave to you) for scheduling these 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 to schedule your appointment(s).

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 receive one-on-one 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 have the ability 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	6 Weekly Sessions	New and Established Adult Patients	Insurance Billed

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

*All sessions are 1.5 to 2 hours in length

**Check if Cleveland Clinic is in network

Shared Medical Appointment Programs (cont'd)

Program and Registration Link	Description	Facilitators	No. of Sessions*	Type of Patients	Cost**
#SoFunctional™ www.clevelandclinic.org/sofunctional	A program for children with obesity, diabetes, digestive disorders, and/or attention deficit disorders.	Provider Dietitian Health Coach	4 Bi-Weekly Sessions	New and Established Pediatric Patients (7-12 y/o)	Insurance Billed
Functional Kids™ www.clevelandclinic.org/fmkids/signup	A program to introduce parents and children to FM who are dealing with a specific list of conditions.	Provider Dietitian Health Coach	4 Bi-Weekly Sessions	New and Established Pediatric Patients (6-12 y/o OR 13-17 y/o)	Insurance Billed
FFL Nourish™ www.clevelandclinic.org/FFLNourish	A program that takes a deeper dive into nutrition	Dietitian	6 Monthly Sessions	FFL Graduates and Established Patients	Insurance Billed
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	6 Monthly Sessions	FFL Graduates and Established Patients	No Cost
FFL Mind and Body™ www.clevelandclinic.org/FFLMindandBody	A program that explores the connection between our minds, brain function and health.	Behavioral Health Therapist	6 Bi-Weekly Sessions	FFL Graduates and Established Patients	Insurance Billed
GI Effects® Lab Review* Patients will need to have sent in their collection kit to Genova at least 3-4 weeks prior to the session.	A program that reviews lab results from the GI Effects® stool test that assesses gastrointestinal function.	Provider Health Coach	1	Established Patients	

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

*All sessions are 1.5 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 email address which will be your username
 - Create password
 - Medical Record Number (MRN) is listed on your AVS
 - Select your provider from the dropdown box. If they are not listed, select “other”
3. 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 216-445-6900

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.

Behavioral Health Therapy

We recognize that the mind-body connection is real. When faced with emotional challenges, our physical well-being can be compromised. This is why we offer Behavioral Health Therapy as part of our overall suite of services. Behavioral Health Therapy 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 can 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 0.

Virtual Visits - Express Care® Online

All established patients have the ability to complete virtual follow-up visits with a Provider or Behavioral Health Therapist using Express Care® Online. This service is a fast, secure and easy way to receive care from a healthcare team member in a live virtual visit using a smartphone (iPhone or Android), tablet or computer. Virtual visits can only be scheduled at the Center for Functional Medicine front desk by calling 216-445-6900, option 0.

To sign-up, visit the following webpage: <https://clevelandclinicmycareonline.org/landing.htm>

Access your appointment by following the instructions below:

1. To access on your computer:

- Sign into Express Care® Online at least 5-10 minutes prior to your scheduled appointment time to avoid rescheduling.
- Be sure to click the 'Test Your Computer' button to make sure you're ready for your visit
- Click the 'Start Visit' button that will appear and follow the prompts

2. To access on your mobile device:

- Download the free Express Care® Online App
- Sign into Express Care® Online at least 5-10 minutes prior to your scheduled appointment time to avoid rescheduling, and follow the prompts

If you have questions, call Technical Support at 855-786-3899.

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

For more information please call our Patient Financial Advocates at 216-445-6900 option 3. If you have questions regarding a bill you received from Cleveland Clinic, please call 216-445-6249.

PROMIS®-10 Questionnaire

Please note that the Center for Functional Medicine is dedicated to providing quality care for each patient in order to promote long-term health and wellness. For this purpose, **all patients seen in our Center are asked to complete PROMIS®-10, an NIH-validated questionnaire that assesses physical, mental and social well-being, over the course of their care with us.** There are 10 questions that should only take 5 minutes to complete. The PROMIS®-10 questionnaire is called "**Pre-Visit MyHealth Assessment Questionnaire**" within MyChart. Please complete this in MyChart ***prior to*** your visit. If you are unable to do so prior to your visit, you can complete it when you arrive in-person to the Center on a tablet.

The Center for Functional Medicine also has a departmental research registry that will allow us to study our model of care. Patients are automatically enrolled in the registry, but can withdraw at any time. Please review the **Patient Registry Information Sheet** for more details regarding the registry.