

Terms and Conditions

This outlines the framework for my services at Deirdre Egan Nutrition.

I will go through these terms of business with you in the first consultation. Please speak with me if there is anything you would like clarified. At this time you are required to sign to agree to these terms and conditions.

In your first session we will discuss and agree on the support you require from me. Working together, we will review the progress and aims as we go along.

Payment

Payments must be made via my online payment system at least 48 hours in advance.

Consultations will not go ahead unless agreed payment has been made in full.

Cancellations

You are required to pay for sessions that are missed or cancelled with less than 48 hours' notice. A 100% cancellation charge applies in this case. Non-attendance of an appointment will also be charged in full.

If you do need to cancel an appointment, please let me know at the earliest convenience so we can reschedule. You can do this by emailing: nutrition@deirdreegan.co.uk

If a cancellation occurs that is instigated by me, and less than 24 hours' notice is provided, a 50% fee reduction for your next appointment will apply.

It is your responsibility to have a working internet connection for consultations via Zoom. Full consultation charges will apply for scheduled sessions that are unable to connect. There are no additional charges for phone consultations to a UK landline or mobile number.

Confidentiality

Client confidentiality is treated seriously at Deirdre Egan Nutrition. However, there are some limits and exceptions to confidentiality.

If I have serious concerns about your safety or the safety of another person, my confidentiality policy may be adjusted.

At your initial consultation, you will be asked to provide your GP's contact details, as someone I may contact. I keep a record of your name, contact details and dates and times of appointments. I am required to keep brief notes about the focus of our work, which are kept securely. Any reports I produce to evaluate the service contain anonymised data and will not contain any identifying information. Please refer to my Privacy Policy for more details.

Complaints & Concerns

If you have any concerns or problems with the service I provide, which you have not been

able to resolve directly with me, you may raise this by emailing nutrition@deirdreegan.co.uk and I will support you in finding a resolution.

Scope of Practice

I practise in accordance with the British Association for Nutrition and Lifestyle Medicine (BANT) ethical framework.

Nutritional Therapy is the application of nutrition science in the promotion of health, peak performance and individual care. I use a wide range of tools to assess and identify potential nutritional imbalances and understand how these may contribute to an individual's symptoms and health concerns. This approach allows me to work with individuals to address nutritional balance and help support the body towards maintaining health.

Nutritional therapy is recognised as a complementary medicine and is relevant for individuals with chronic conditions, as well as those looking for support to enhance their health and wellbeing. I consider each individual to be unique and recommend personalised nutrition and lifestyle programmes rather than a 'one size fits all' approach.

I will never recommend nutritional therapy as a replacement for medical advice and always refer any client with 'red flag' signs or symptoms to a medical professional. I also frequently work alongside medical professionals and communicate with other healthcare providers involved in a client's care to explain any nutritional therapy programme that has been provided.

Please note the following:

- The degree of benefit obtainable from nutritional therapy may vary between clients with similar health problems and following a similar nutritional therapy programme.
- Nutritional advice will be tailored to support health conditions and/or health concerns identified and agreed between both parties.
- Nutritional therapists are not permitted to diagnose or claim to treat medical conditions.
- Nutritional advice is not a substitute for professional medical advice and/or treatment.
- I may recommend food supplements and/or functional testing as part of your nutritional therapy programme and may receive a commission on these products or services.
- Standards of professional practice in nutritional therapy are governed by the CNHC Code of Conduct.
- This document only covers the practice of nutritional therapy within this consultation, and I will make it clear if I intend to step outside this boundary by referring you to other specialist consultants.

The Client understands and agrees to the following:

- I am responsible for contacting my GP about any health concerns.
- I give permission for you to contact my GP regarding any agreed aspects of my case.
- If I am receiving treatment from my GP, or any other medical provider, I should inform them about any nutritional strategy provided by my Nutritional Therapist. This is necessary

because of any possible reaction between medications and the nutritional programme.

- It is important that I inform my Nutritional Therapist about any medical diagnosis, medication, herbal medicine or food supplements I am taking, as this may affect the nutritional programme.
- If I am unclear about the agreed nutritional therapy programme, food supplement doses, or time period, I should contact my Nutritional Therapist promptly for clarification.
- I must contact my Nutritional Therapist should I wish to continue any specified supplement programme for longer than the originally agreed period, to avoid any potential adverse reactions.
- Recording consultations using any form of electronic media is not permitted without the written consent of both me and my Nutritional Therapist.