



Consultation Process and Follow-Up

Initial Consultation Process:

1. **Health Profile** - Preferably, have clients complete a *Health Profile* at home and send (fax/email) it to you prior to their arrival. If this is not possible, have them bring the profile with them, or complete it in the waiting room.

Prior to meeting with the client, review the profile to ensure that they are qualified for the program and identify potential contra-indications, or areas for further clarification/discussion.

Then, briefly review the Health Profile with your client at the beginning of their consultation (10 minutes max).

2. **Listen to the Client** - Ask the client why he or she is consulting you (e.g. weight gain, health issues, etc.). Listen to what he/she has to say (10 minutes max).
3. **Explain the Program** - See *Initial Consultation Guide Outline*. If dieter already attended one of your "Workshops", they are already aware of this information, so no need to repeat.
4. **Explain Protocol Phase 1** - Explain only Phase 1 during the visit. Provide subsequent phases to the client, only when he or she reaches them.
5. **Review potential side effects** - See *How Your Body May Initially Respond*.
6. **Take measurements, photos, and weigh client** - treat as private.
7. **Weekly Meal Journal** - Hand the client a copy of *My Daily Journal*. The journal must be completed each day by the Dieter and reviewed each week during their weigh-in. Make a copy for your records. NO EXCEPTIONS.
8. **Help client select their program foods** - Choose breakfast, lunch, and snack choices for the client's first 3 weeks on program. Add one additional box of puddings or drinks for week one, for a total of 10 boxes for the month. If the dieter feels hungry, they can have up to 5 envelopes per day for the first week only. Also identify which choices are restricted foods (limited to 1 per day).
9. **Demonstrate the Dieter Website, providing overview of the features and functions. Then Send email to** newdieter@rite4life.com with dieter's name, address, phone, email and initial order information. Rite 4 Life will contact your dieter to manage setup within 24 business hours. Refer to this Manual, Section I, "Training Dieters on Website" for further information.
10. **Set up appointment for the following week** - to weigh, measure, Q & A, etc.

Client Follow-up:

1. **Telephone Follow-up** - For the first week only, it is important to provide daily telephone support and encouragement, ensuring dieter's full understanding and compliance. This is accomplished during a short 3 to 4 minute scheduled call.
2. **Weekly Client Meeting** - Schedule 15-minutes weekly with the client to:
 - Take and record client's weight.
 - Take and record client's measurements.
 - Review client's *My Daily Journal* and make copy for your records
 - Provide nutritional information (physiology).
 - Answer any questions.
 - Ensure understanding of their Dieter Support web page.
 - Receive referrals
3. **Set-up appointment for the following week** - preferably same day/time.