

## Doctors' Weight Management Frequently Asked Questions

**1. Do you have to be in the program to purchase shakes and other meal replacements?**

No, you can purchase meal replacements any time.

**2. Does insurance cover the cost of the program?**

The medical visits/lab work may be covered by your insurance. You can check with them to see if they cover medical visits for weight loss treatment associated with the diagnosis that your doctor determines. This should be listed on your referral. Most insurance plans do not cover the cost of the class fees or the meal replacements.

**3. Do I have to decide today which diet I want?**

No, although the pre-diet requirements vary so you will need to decide before getting the orders from your doctor.

**4. Can I switch diets?**

We have found that people who switch diets (other than for medical reasons) are often not as successful as those who stick to the same diet.

**5. Can I start with the Healthy Solutions @home program and then go to the in-clinic program?**

We have found that people who start with the @home program and then move to the in-clinic program are often not as successful as those who wait for the in-clinic class to begin.

**6. Where can I get an EKG and do I need an appointment?**

No you don't need an appointment. You can go to:

Sansum Clinic Cardiology

317 West Pueblo St.

Santa Barbara, CA 93105

Days/Hours Available: Monday-Thursday 8:00AM-5:00PM; Friday 8:00AM-12:00PM

Phone: (805) 898-3138

Fax: (805) 898-3416

**7. Where can I get my lab work done?**

You can go to Sansum Clinic Pacific Diagnostic Lab at the Pesetas, Pueblo, Carpinteria, Goleta, Cottage Hospital and other locations in the area. These results will be sent to us electronically. You can find the hours of these labs at: <http://www.pdllabs.com>. You may alternately go to any other lab although please have them fax the results to us.

**8. How can I get a referral if I don't have a doctor or if I am on a PPO plan?**

You will need to become established with a doctor. We also require a referral if you are on a PPO plan. This is to ensure that you are being followed medically. You may contact our Appointment Center at Sansum Clinic to set up an appointment with one of our Internal Medicine or Family Practice providers.

Phone: (805) 898-3100

**9. If I am on the Decision Free diet, why do I have to be here an hour before the class starts?**

This time allows for you to check in with the receptionists, pay any co-pays, office visit fees, class fees, pay/pick up your food and see the doctor. Also, it allows for time to weigh in, have your vitals checked, and then you'll also need to write your weekly totals on the whiteboard and the sign in sheet. (weight, physical activity, etc.) If you are on Healthy Solutions and not medically supervised, you should be here 30 minutes prior.

**10. Can I start on the diet before the first day of class?**

No. We have found that the people who have the greatest success do not start the diet until the class is scheduled to start the diet.

**11. Can I bring a friend/family member to class?**

No, we do not allow this as our classrooms are usually at capacity with people. Also there are HIPPA concerns with regard to others who are not enrolled in the program.

**12. Do I need to count calories?**

No. You do, however, need to keep track of how many meal replacements you have. This allows your Health Educator to keep track of your caloric intake.

**13. How are the entrées preserved?**

The entrées are vacuum packed and heat sealed. Once the entrée is opened, it must be consumed or refrigerated.

**14. What if I don't like the food?**

If this is a concern, please purchase a few samples of the shakes and entrées prior to starting the class. We do not accept returns/refunds on food.

**15. Does the food contain a lot of Sodium?**

The entrées range from 410-600mg. In most cases, the health benefits outweigh the effect of the sodium content. We recommend that you inform your doctor, if this is a concern for you.