



the MICROBIOME GROUP

Your Welcome Pack

Thank you for taking the time to review this Welcome Pack where you will find information about the way we work, together with practical details about your consultations. Please read these guidelines through before your appointment, and know that if you have any questions or comments, we are happy to discuss them with you when we meet.

The Microbiome Group practice offers treatment plans tailored to your unique profile of gut bacteria, prepared by registered Microbiome Analysis practitioners around the world. We use evidence-based treatments and detailed microbiome stool testing to guide our recommendations, to best support your health. Although we cannot make promises or guarantees as to the progress or outcomes of treatment, recovery or change, we will support you to the best of our ability in developing and implementing a beneficial treatment plan.

Scheduling

You may schedule, reschedule, or cancel appointments using the booking system on our website. You receive a confirmation email and receipt for payment immediately on booking appointments, and you will receive a further email 24h before your appointment time, containing your Zoom link.

We limit the number of clients we accept in order to provide consistent availability and high standards of practice. If you do not find an appointment time that is good for you, please book the most suitable appointment time available and email your practitioner to see if they can add you to a waiting list for cancellations.

Zoom technical instructions

The confirmation emails you receive from our booking system will contain a Zoom link for you to join the session at the scheduled time. Although you can join the call through your regular browser, for the best experience, we recommend you download Zoom prior to the scheduled consultation and



connect directly from the link provided in your email. It's worth checking your microphone and sound, using Zoom preferences, prior to your appointment. The Zoom link will take you to your practitioner's online waiting room and they will connect you to the call at your appointment time.

Your consultation

We recommend you call from a quiet and private location, where you are unlikely to be disturbed, so you can get the most from your appointment. Please try to have adequate lighting so we can see your face clearly (eg avoid being back-lit sitting in front of a window). We use headphones and work from a private setting to protect your privacy.

After your consultation, your practitioner will follow-up by email, attaching your treatment plan (after results and follow-up consultations), usually within 24 hours. You may have questions about the treatment plan, which your practitioner can answer in a brief email exchange. We aim to respond to all emails within 48h Monday-Friday. If an extensive email exchange is needed, your practitioner may recommend booking a follow-up consultation or charging an additional fee for their time. Changes to a treatment plan require a follow-up consultation, because your practitioner will consider many factors in making the best treatment recommendations.

Cancellations

You can rearrange or cancel appointments up to 48 hours before the scheduled time without incurring any charges. We understand that sometimes things happen unexpectedly, so if you are unable to give 48 hours' notice, we will look to offer another appointment. However, if we are unable to

find a mutually convenient time within that week, the full fee will be charged. If your practitioner is unable to attend the session, we will advise you by email at the earliest opportunity, and no fee will be payable. We will reschedule your consultation as soon as possible or issue a full refund if preferred.

Running late

If you're running late for your session, please advise your practitioner by email. As long as we hear from you, we will remain available for the duration of your appointment, and we will finish at the scheduled time. If we do not hear from you, we will send you an email and remain available for 15 minutes, or up to 20mins for longer sessions.

Your practitioner will always endeavour to start your appointment on time. On the rare occasion they are running a few minutes late, they will offer to delay the end time of your consultation to make sure you have your full duration, if that is convenient for you. You are entitled to reschedule at no charge if your practitioner is more than 10 minutes late, although this will depend on practitioner availability – they will do their best to rearrange with minimal delay.

Interruption to treatment or referral

There may be situations beyond our reasonable control that prevent us from being able to provide a consultation. If this happens, we will try to contact you as soon as an interruption or delay becomes apparent and provide updates and alternatives.

There may be situations when your practitioner is no longer able to continue working with you. Reasons may include longterm illness, parental leave or retirement. We will notify you by email, giving as much notice as possible, or discuss with you in a consultation. We will aim to find another practitioner within the Microbiome Group practice to support you, and with your permission, can access your file to provide continuity of care.

Privacy and confidentiality

We adhere to all laws and procedures relating to the General Data Protection Regulation (UK GDPR), Data Protection Act 2018 and other applicable data privacy legislation. We will only use your personal data to provide you with the specific service or services you explicitly agree to.





The Microbiome Group is registered with the Information Commissioner's Office (ICO). For full details on how your personal data is collected, securely stored, processed and destroyed, please refer to our Privacy Notice which can be found here: [GDPR Privacy Notice for Clients](#).

Our [social media policy](#) also outlines our commitment regarding interactions with clients and colleagues, respecting your confidentiality online and on social media.

Our relationship with you is strictly professional. In order to best provide your treatment, our practitioners will not enter into any personal or professional relationship with you outside of the practitioner-client relationship. If you and your practitioner were to come across each other in a different context (online or in person), they would protect your confidentiality by waiting for you to acknowledge them first, should you choose to do so, and only then will they respond in kind. They will never publicly disclose the nature of your relationship, although you are welcome to do so, should you wish.

As a group practice, we may discuss your case as a team in our private online collaboration space or in team meetings, when your personal details will always be anonymised. Viola maintains oversight of each practitioner's work and so your case may be discussed in detail with her. Please let your practitioner know if you need them to pay extra attention to anonymising your details in private mentoring sessions.

Recordings

To protect your privacy, we use Zoom encryption of your call that prevents recording, and other recordings are not permitted during the consultation by you or your practitioner. You are welcome to take notes, or ask your practitioner to add notes to your treatment plan, which they email you at the end of your consultation.

Affiliations

We work independently and are not affiliated with any other groups, organisations, agencies or practices, with the exception of our professional registering authorities. We receive no affiliate fees or commission for referrals or any supplements we prescribe.

Concerns and complaints

If your practitioner says or does something that doesn't feel right or if you have any questions or complaints about our professional conduct, we encourage you to discuss it in your next consultation, email your practitioner or contact@themicrobiomegroup.com to see how we can resolve the issue. You may also use our feedback form at any time (this gives you the option of anonymous feedback) at www.themicrobiomegroup.com/feedback. We value all feedback and you can expect us to address your concerns promptly and respectfully, and without negative impact on your treatment. If you are not satisfied with our responses, you may wish to contact the practitioner's registering body, listed on their profile.

Fees

We request all invoices are paid within 30 days of issue, or at least 48h before your appointment time, if that is sooner. We may cancel bookings that remain unpaid, but will always contact you first to see if you need to discuss payment. The Microbiome Group reserves the right to change our fees from time to time. All current clients, we will be notified of any fee changes at least one month before they come into effect, and fee changes will only apply to new bookings.

Client agreements

We always aim to support our clients to the very best of our ability. We respect all clients as experts in their own health needs, and we encourage and empower you to actively participate in your treatment in the following ways:

- To get the most out of the prescribed treatment, we ask that you undertake to follow the treatment recommendations to the best of your ability. Our practitioners are on hand to advise if anything is unclear and as a resource to provide coaching to you, if that would be supportive in finding ways to make the treatment plan work best within your routine and lifestyle.
- You always retain full autonomy within your sessions and can choose whether to disclose information you feel will be relevant and helpful to any treatment plan devised. This may include aspects of your life including diet, health conditions, pregnancy, profession, recreational activities, support network and relationships, living environment and more.



- The service offered by the Microbiome Group is intended to complement, rather than replace, conventional medical advice and care. We do not provide diagnosis of any condition, and some food and lifestyle recommendations may require consultation with your medical provider. We consider that you understand our services are not to be used as a replacement for conventional medical advice and that you will seek medical guidance if required.
- We value working alongside conventional medical practitioners, including your General Practitioner or consultant, as well as other health practitioners, to provide truly holistic, integrative care. We always welcome collaboration at your request. For meetings with your practitioners or others in your support team, we will clarify with you the information you are happy for us to discuss and we may request a fee.

Staying in touch

For information that could complement your treatment plan, you may wish to follow the Microbiome Group social media platforms on Facebook and Instagram, as well as subscribe to our email newsletter and blog:

- www.instagram.com/microbiomegroup
- www.facebook.com/themicrobiomegroup
- www.themicrobiomegroup.com/subscribe
- www.themicrobiomegroup.com/blog

For all our policies, including working safely with children and vulnerable adults, and our equal opportunities policy that sets out our commitment to providing care without prejudice or discrimination of any individual or group, please see: www.themicrobiomegroup.com/policies.

We very much look forward to working together and thank you for sharing this part of your health journey with us.

contact@themicrobiomegroup.com | www.themicrobiomegroup.com