Getting Nutrition Support by Telehealth

Patient Guide



CALIFORNIA TELEHEALTH RESOURCE CENTER

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ABOUT CTRC

The California Telehealth Resource Center (CTRC) offers no-cost, unbiased training, educational resources, and technical assistance to help California providers and patients get the most from telehealth. As the federally designated telehealth resource center for the region, we offer unbiased tools and services based upon proven telehealth practices. We create lasting change and improvement by focusing on implementation, sustainability, reimbursement and policy, integration, workflows, and patient/provider adoption.

As part of the National Consortium of Telehealth Resource Centers and the OCHIN family of companies, CTRC assists thousands of providers and patients annually. We have extensive experience supporting the healthcare safety net, rural and urban providers, and patients and families throughout California who would otherwise be unable to access quality healthcare due to geographic isolation, language/cultural barriers, lack of insurance, disability, homelessness, and more.



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Getting Nutrition Support by Telehealth

A simple guide to preparing for your tele-nutrition visit

A tele-nutrition visit lets you meet with a nutrition professional without being in the same location. Depending on the services your health care team offers, your visit may take place by video or another approved telehealth option.

Tele-nutrition can help you…

Talk about food and nutrition goals, learn ways to manage a health condition, plan realistic changes, ask questions, and get follow-up support - without always needing to travel for an appointment.

Before your visit

- Choose a private, comfortable place where you can talk.
- Charge your phone, tablet, or computer and test your connection if you can.
- Keep your medication and supplement list nearby.
- Have any food records, home measurements, or other information your care team specifically asked you to bring.
- Write down your questions and what you most want help with.
- If you need an interpreter, accessibility support, or help using the technology, tell the clinic before your visit.

What should I talk about?

Your nutrition plan should fit your real life. Tell your nutrition professional about the foods you enjoy, your culture and traditions, your schedule, your household, your budget, where you shop, and what makes eating well easier or harder for you. If getting enough food or getting the foods recommended to you is difficult, please say so. Your care team may be able to adjust the plan or connect you with resources.

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During the visit

- Share what is most important to you.
- Ask questions when something is unclear or does not feel realistic.
- Talk about allergies, intolerances, medications, supplements, and health conditions as requested by your care team.
- Agree on a few manageable next steps instead of trying to change everything at once.
- Before the visit ends, confirm next steps and when to follow up.

Using food apps, trackers, or AI tools

If your care team asks you to use a digital tool, ask what information it collects, who can see it, and how the information will be used. Nutrition apps and AI tools can also be wrong or may not understand your medical needs. Use them for general ideas only when appropriate, and check individualized health or nutrition advice with your care team

Questions you can ask

- What is the main goal we are working on?
- What is one change I can start with?
- How can I make this plan fit my preferences, culture, budget, schedule, and household?
- Are there food or community resources that may help me?
- Do I need to track anything between visits? If so, why?
- When should I contact you before my next appointment?
- When would an in-person visit be better for me?

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If you have trouble connecting

Use the contact information your clinic provided for technical help or to reschedule. If you have an urgent health concern, follow your care team's instructions for urgent care. For a medical emergency, call 911 or go to the nearest emergency department.

Reminder

A useful nutrition plan should be safe, realistic, and built with you. You can ask for information in a language or format that works for you and tell your care team when technology or another barrier makes it hard to participate.

Trusted places to learn more

Centers for Disease Control and Prevention. National Diabetes Prevention Program. CDC Prevention

Telehealth.HHS.gov. Getting Started: Understanding Telehealth for Nutrition Care. Getting started: Understanding telehealth for nutrition care

U.S. Department of Agriculture. MyPlate. https://www.myplate.gov/

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