

Welcome to the **Ask an Expert** program, a free service and benefit of the Montana University System (MUS) Benefits Plan and Wellness Program.

Below is a brief outline of what you can expect from your telephonic consultations.

**PROGRAM AT-A-GLANCE:**

<b>Program Timetable</b>	<b>Scheduling Appointments with Experts</b>	<b>What to Expect During Calls</b>
<b>1<sup>st</sup> Appt.</b>	<b>1<sup>st</sup> Call (approx. 1 hour long)</b> Schedule your appointment with your expert (contact details provided once your application is received).	You and your expert will review your application, health history, and diet-related habits, ] ^ ^ ^ } & • Ê questions, and goals.
<b>2<sup>nd</sup> Appt.</b>	<b>2<sup>nd</sup> Call (approx. 30 - 40 min)</b> <i>optional, but recommended</i> Schedule with Expert(s) during 1 <sup>st</sup> call	You and your expert will review your diet plan, discuss your progress, challenges, and questions, and set new goals.
<b>3<sup>rd</sup> Appt.</b>	<b>3<sup>rd</sup> Call (approx. 30- 40 min)</b> <i>optional</i> Schedule with Expert(s) during 2 <sup>nd</sup> call	Same as 2 <sup>nd</sup> Call
<b>4<sup>th</sup> Appt.</b>	Additional 5 calls are available. Schedule with Expert.	Same as 2 <sup>nd</sup> Call
<b>Program Completion</b>	<b>Evaluation</b> <i>mandatory</i> Sent to you at completion of program.	Re-enrollment is allowed once every plan year.

**APPOINTMENTS/CALLS:**

- Appointments (telephone calls) with expert(s) are **30 to 40 minutes** except for the first call which is one hour.
- Make sure you **write all appointment dates/times** on your personal calendar.
- **Keep your appointment!** The expert will call you at your designated time. If he/she is a few minutes late, he/she is probably finishing a call with another person and will get to you soon. If, for some reason, the expert is severely delayed, contact the Program Assistant so she can find a resolution.
- **Cancelling your appointment:** You must notify the expert(s) at least one business day in advance if you need to cancel. If you fail to notify the expert(s) and miss 2 appointments, you may no longer participate in the program. Please note that cancelled or missed calls may delay appointments for several weeks.

## PREPARING FOR YOUR CALLS:

- Find a **quiet place** with no distractions.
- Have a **paper** and **pen** ready for note-taking.
- Have all your **program materials** handy (copy of application and diet/exercise plans)
- Have your **calendar** handy to schedule subsequent appointments.

## MEET THE EXPERTS:

**Gayla Nicholson, RD, CDE**, has been a registered dietitian since 1983 and a certified diabetes educator since 1987. In 2009 she graduated from the Food as Medicine course at the Center for Mind Body Medicine in Washington, DC. She uses her training in motivational interviewing and functional nutrition and years of clinical experience to help her clients recognize the links between food and wellness. During the past 20 years in private practice, she has assisted individuals, couples, and families to find ways to make nutrition and lifestyle changes that improve their daily lives and future health.

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## PROGRAM CONTACTS:

**Kelsey Hartzheim- Program Assistant:**  
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**Gayla Nicholson**                      grn@mcn.net

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*"When you change the way you look at things, the things you look at change." Wayne Dyer*

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