



## IMPACT Virtual Program

Whether you live around the corner or across the country, we want to be able to provide quality health coaching and guide you to reaching your health goals! If you are considering our virtual program, this information below should help you decide if this is a good fit for your goals.

### Weekly Appointments

Just like our local clients, we will schedule a weekly appointment time for you and your coach to have about a 15 minute appointment. These appointments can be on zoom, phone call or FaceTime. While not mandatory, there are times that your coach may recommend zoom so that we can review documents with you. You will receive a weekly reminder about this appointment via email and text so please hit C to confirm to let our staff know you will be attending. You will meet weekly with your coach until you are stable in your goals and then you may go to bi-weekly and then to monthly.

### Preparing for your appointment:

- Health Tracker - please send this to your coach prior to your appointment via email or text. We also have this as a PDF if you prefer that format. You may choose to use your own health tracker as well.
- If you are tracking your weight, we suggest weighing in on a home scale no more than once a week.
- Measurements - the best way to do this is to pay attention to how your clothes are fitting

### Communication and Education

Our mission at IWM is to guide you to IMPACT your health and those of your family and friends too. The health care world can be very confusing to the consumer but don't worry, your coach has lots of tools and education to help you find what works best for YOU! We welcome texting and emailing questions, concerns and of course, your victories even outside of your scheduled appointment time! Don't be shy, we try to make sure you feel well-supported every step of the way.

### Shipping

- We try to ship within 24 business hours of when your order was placed
- We prefer to ship UPS Ground and UPS will email you the tracking number when we create the label
- Any order over \$300 will qualify for FREE SHIPPING
- We only charge you shipping for the exact amount that UPS charges us and this is charged as an additional charge on your card on file

To place your next order, you can certainly send your coach a list. If you prefer, you can order online through our website with these instructions:

### Placing Your Order

To order online.

1. Go to [www.IWMgainesville.com](http://www.IWMgainesville.com)
2. At the top, click on "IWM Members order here"
3. It will take you to our store. Use the email address that we have on file to finish setting up your account. Then you will see our inventory and you can order and pay online right there. You have to select "in store pick-up" but we know that you're not coming in so will pack and ship it.