

MY KETO PLANNER™ Q & A

Q: What is “My KETO PLANNER™”?

A: My KETO PLANNER is a free, web-based platform, provided by KetoCal®, for the US ketogenic diet community (health care providers, patients, and caregivers) to find, calculate, create and share ketogenic diet recipe ideas.

Q: How can I access My KETO PLANNER?

A: Go to www.myketoplanner.com and click “Log-In/Register” along the top navigation bar.

Q: Do I need to register in order to access My KETO PLANNER?

A: Non-registered users will only have access to a limited selection of “Featured Recipes”. Registration is required to access the program’s full features, including the ability to save, modify, create, and share recipes with the keto community.

Q: Will my personal information & profile be shared with third parties?

A: Absolutely not. If you are a caregiver or patient, only your health care provider will be able to view your personal information. All user information is stored on an encrypted and secure server. Patient privacy is of the utmost importance, as detailed in the Privacy Policy.

Q: How do I connect with others and contribute to the community in My KETO PLANNER?

A: As a registered user, you can share your favorite recipe ideas with everyone using the My KETO PLANNER platform. By contributing your ideas, you can help others that are going through a similar ketogenic diet journey as you.

Q: I’m a caregiver/patient and I’d like to register for My KETO PLANNER, but I can’t find my dietitian in the list of providers. What can I do?

A: If you are not able to find your dietitian in the list, you have the option of inviting him or her to register on My KETO PLANNER. Because the ketogenic diet must be used under medical supervision, we are currently unable to approve your registration without the consent of your health care provider. In the meantime, you are able to view “Featured Recipes” on the site.

Q: I’m a health care professional and I can’t find an ingredient that I’d like to use in the ingredient database. How can I add it?

A: As a health care professional user, you are able to add your own ingredients manually. You have the option to keep your added ingredients private and visible only in your own “Ingredient Database” or to share your added ingredients with other users who might wish to use the same ingredient. Please be sure to confirm the item’s nutritional values by checking the USDA database or by contacting the product’s manufacturer. Caregivers and patients are not able to manually add their own ingredients; however, they can request that their health care provider add an ingredient for them.

Q: Can I add products that are not manufactured by Nutricia in My KETO PLANNER?

A: Yes, you are not limited in adding only Nutricia products.

Q: How is My KETO PLANNER different from other diet management programs?

A: My KETO PLANNER is a platform that connects families and health care providers from the keto community and allows the sharing of recipe ideas among users. While you can access the web platform from your desktop, My KETO PLANNER also goes wherever life takes you; Access your diet information and recipes on-the-go by using the mobile application on your tablet or smart phone. You don’t have to be a health care provider to register for My KETO PLANNER; it was designed to accommodate the needs of everybody in the keto community.

Q: Is there a cost in using My KETO PLANNER?

A: No. My KETO PLANNER is a free service provided to the ketogenic diet community by KetoCal to support caregivers, patients and health care providers throughout their ketogenic diet journeys.

Q: If I have a question or have technical difficulties, who can I contact?

A: You can send us your question or comment in the “Contact Us” section of My KETO PLANNER or contact Nutrition Services at 1-800-365-7354 or nutritionservices@Nutricia.com.