

## Welcome

Congratulations on taking this important step toward improving your health. I am dedicated to providing you personalised health care with an emphasis on empowering you to make the changes you wish. For nearly 20 years, I have been in clinical practice as a naturopath & medical herbalist, helping to change the health & ultimately the lives of many people and this extensive experience is what I can offer you during our work together. Additionally, for many years I have and still continue to teach seminars to health professionals in the United States and other countries on what I do in clinical practice & healing with natural medicines.

## Appointment Booking

You can easily book an appointment to suit the times you like right here [at my website](#)

**Clinic Hours:** Thursday & Friday 12-6, Saturday 12-5.

## New Patient Acquaintance Form:

- Please download & complete electronically the 2 forms from the website link: [myhealthquestionnaire](#)
- Send through to Amanda at least 10 days prior to your first consultation. This will help you get the best outcome from your first appointment.
- Complete online in MS Word, filling out the sections & saving it as you go allowing yourself time to think about each question.
- Over the years, I have found that when you are asked to do this process by yourself in a quiet place, considering each question without rushing, you remember a lot more. Often in a first consultation, clients experience what I like to call 'personal health history amnesia' – you just can't remember everything & important details can be missed.
- By completing and returning this form to me in advance of the Consultation, I have an opportunity to comprehensively review the information & prepare for our first meeting.

## 10 Days before Your First Consultation:

1. Make sure you have completed both the New Patient Acquaintance Record & the Stress Questionnaire and email to [Amanda](#) at least 10 days prior
2. Be mindful of the food you are eating and your corresponding energy/mood levels during the 7-10 days before the Consultation to help us discuss dietary/lifestyle recommendations.

## What to Bring to Your First Appointment:

- Copies of recent test results for me to keep on file: blood tests, other pathology tests, scans (the report of findings)
- Prescribed medications (you are currently taking)
- Herbal/nutritional supplements
- Notebook & pen so you can take notes during the session & your phone/diary to book the next couple of appointments
- MasterCard/Visa for payment.

### **On the Day of Your Consultation:**

- **Parking:** directly outside the house (address is provided in the Booking confirmation email)
- **Arrival:** I recommend you arrive a few minutes early, so you can sit and relax in the car and adjust your mind to the process we are about to commence. Take this time to reacquaint yourself with the 3 key reasons you listed on the introductory form as to why you are coming to see me. Think about what is the most important thing you would like to address, what is bothering you the most/impacting your life the most?
- **Ring bell at gate:** There is no receptionist, I prefer to hold my clinical practice at my private residence to allow a quiet nurturing environment for clients. By ringing the bell, it ensures the previous appointment is finished up completely, thank you for your consideration and courtesy

### **Your First Consultation:**

#### **It's all about YOU:**

Please know that the process of us working together is all about **YOU** – so please be honest with me, don't feel at any point that I am judging you. There is no expectation from me that you should answer questions in a certain way e.g. foods eaten, exercise undertaken etc. The more honest with me you are about your current habits, health issues etc. – the more knowledge I have to be able to help you. I am happy to work with you within your own boundaries of what you can realistically incorporate into your lifestyle. The best way to look at how we are going to work together is as a partnership, I am YOUR health coach, supporting and guiding you in reaching your health goals. How exciting – I can't wait!

Your health is a gift you give yourself, take the time to invest in it and you will relish the rewards – a vibrant healthy life is a blessing!

#### **Process:**

During our time together, I will be asking you lots of questions. If you have never seen a naturopath before, it may seem a little strange at first as it's a lot more questions than what you may be asked by a doctor for example. As a naturopath, I review all aspects of your life, work/home/food/stress/relaxation etc. to get a full picture of factors that may be influencing your health and also to know what we are working with in developing a suitable program for you. Depending on your health requirements, I may prescribe suitable naturopathic medicines (not included in cost of consultation) and referral for further testing. Then we will book your second consultation for 2-4 weeks later.

#### **After First Appointment:**

When you leave, you will have a lot of information to digest from our first meeting and it's ideal to take 15-30 minutes to write down what you believe is the most important to you, before you return to your busy life.

Start thinking about how you can incorporate the changes we discussed and agreed – what does that look like for you, how does it fit in your schedule, how to discuss it with your partner/family so they can support you (this is particularly important in regards to dietary/lifestyle changes).

You may feel a bit overwhelmed in the following week, trying to incorporate change and taking your medicines.

Don't worry, change is good but is sometimes hard at first. Just take one small step at a time. If you get stuck/can't take the medicines/can't make the changes – email me to set up a time to speak – I

want you to succeed and will be right beside you to assist you. We can book a 15-minute phone consultation to go over anything you may have questions about or need clarifying (cost \$35)

We can always modify the program to suit where you are at, it is completely your choice and you define how we work together.

### **Compliance with Your Program:**

We will be working together as a team to manifest change in your health and wellbeing. Being consistently committed to taking your naturopathic medicines and implementing the dietary/lifestyle changes can bring about major change, but it requires you to do it.

*The only barrier between you and the health status you want is you, it's that simple.*

There is a **direct relationship** between your motivation to make change and obtaining real results.

Unfortunately, I cannot make the changes without you doing the work, so be motivated and committed to the program and you will experience change.

## **Schedule of Fees (from May 2016):**

### **Naturopathic Consultations:**

**Initial Consultation** (up to 90 minutes): \$275 which includes:

- Access to Amanda's own comprehensive health appraisal questionnaire (15+ pages) – developed from nearly 20 years of clinical experience. You can download the form & complete prior to the consultation.
- Amanda will spend time reviewing the questionnaire prior to your appointment, (note that at least 1 hour of Amanda's time to review the questionnaire is included in the first consult price)
- This means we can get to work more quickly in helping you to feel better.

### **Follow-Up Consultations:**

- 60 minutes: \$150
- 30 minutes (phone only): \$80

Longer appointments are charged at \$150 per hour or increments thereof.

**Special Package of 3 consultations** includes Initial Consultation and two 60 minute Follow Up Consultations for \$525 (\$50 saving). You can book & pay for this at the first consultation with me.

Typically, a minimum of 3 appointments initially are what most people need to get to the bottom of a health issue and to really start to feel the change. However more complex issues can take longer. Please bear this in mind when you plan to book so you are ready to enter into a program of helping your health for the long term.

### **Payment:**

Credit cards (MasterCard & Visa) are accepted at time of consultation for payment of all charges (consult & medicines prescribed). (No 'on-account' terms are offered to pay at later time)

### **Private Health Fund Rebates:**

Most Private Health Funds will offer a rebate on Naturopathic consultations depending on the level or type of cover you have. Nutritional and Herbal Medicines may be dispensed at this consultation generally last between 2-6 weeks are an additional cost.

Medicare refunds do not apply.

### **Cancellation Charge:**

Within 24 hours: 100% consult fee.

Within 48 hours notice, 50% consult fee.

If there are extenuating circumstances relating to your need to cancel, I may waive the cancellation fee at my discretion.

### **Naturopathic Medicines:**

My Professional Dispensary stocks an extensive range of superior quality 'Practitioner Only' products. For many years, I worked for the best natural health companies in Australia, formulating products, presenting seminars to doctors and managing various international markets. So after extensive review of the products on the market, I only stock certain brands and products of Herbal Medicines & Nutritional Medicines. If you require certain products that I do not stock, I may be able to access them for you on special order. Please note that I do not stock/recommend any multi-level marketing brands of supplements

### **Refunds:**

Herbal formulas are dispensed specifically to your requirements and cannot be used for anyone else. So no refund is permitted. All other medicines are not refundable unless unopened, returned with 7 days of purchase from Vibrant You and in immaculate condition able to be sold to another client.

### **Refill Prescriptions:**

If you require a refill of current prescription or any other products, I can organise for you to access a patient ordering system & supplements can be mailed to you. This is incredibly convenient & makes it super easy for you to continue with your wellbeing program. Alternatively, if you live close by, we can organise a suitable time for you to pick up from outside the clinic - please note that full payment is required in advance of dispensing. Include your credit card information in the emailed order or complete the credit card authorisation form on my website. Information required in email: Credit Card number, name on card, expiry date & CCV.

### **Functional Testing for Health:**

A comprehensive range of functional health testing is available from my practice & we will determine during our time together which may be suitable for you:

- Adrenal Health Testing
- Thyroid Health Testing
- Hair Biocompatibility Testing for 500 Foods & Household Products
- Hair Testing for Heavy Metals & Nutrient Deficiencies
- Female Hormones Testing
- Genetic Testing with 23andMe
- These are just some examples of tests available