



# THE BODY GUARD™

## Natural Medicine Specialists

### **Please refer to our Terms & Conditions below:**

14 day cooling off period - should you change your mind within 14 days of acceptance of your treatment plan, you will receive a refund of your payment, minus the cost of any appointments or test analysis already conducted.

Once the cooling off period is completed, there will be no further refunds for change of mind

### **Your program**

Your program is for a minimum 12 months treatment. For some more complex cases we may need to extend this and renew your program however we will discuss this with you at the end of the current program.

Monthly payments are to be paid in advance to cover the discounted cost of the 12 month plan. The first monthly payment is on acceptance of our treatment proposal for 12 months and the full 12 months will be due and payable should you remove yourself from the program or default on your payments. Should you remove yourself from the program, we cannot guarantee acceptance should you wish to return at a later date, nor can we can guarantee the cost of the program at that time.

### **Note:**

We see all too often a case of false economy when patients with complex illnesses see improvement in symptoms after a short time working with us, and then decide that they no longer need ongoing care as they are "fixed". Sadly, this is not the case and in fact, these patients often come back to us with even worse health problems that are caused by not treating the original ones long term.

Something that is complex needs time to be unravelled and treated at the source. We don't treat only the exterior symptoms. We analyse, we test and we dig deep to find the root cause of the illness to ensure we can provide you with care that will provide you with long term wellness.

## **Appointments:**

All program appointments will be pre-booked at a date and time suitable to both parties.

All appointments require 72 hours' notice of cancellation. Failure to notify us within this time period will forfeit the appointment and you will be required to book another appointment at the standard appointment rate to ensure continuity of treatment.

## **Additional treatments**

During the course of your program we request that you do not begin treatment with another practitioner in any modality without notifying us. Often adding additional modalities can in fact slow down your treatment and this should be discussed first.

Should your GP or Specialist alter any pharmaceuticals that are prescribed for you, we request that you notify us immediately so we can adjust your supplements accordingly and ensure there are no contraindications between your pharmaceuticals and supplements.

We request that you do not begin taking any supplements that we have not prescribed as there are likely to be contraindications that could be detrimental. Please discuss any additional treatments with us immediately.

## **Do I have to take supplements?**

Not always however there is usually some supplementation involved. Our food sources in the present day are simply not providing us with the quality and quantity of nutrients that our bodies need to sustain our health.

When we prescribe a supplement it is because we know from experience, from analysing your case and your symptoms, what your body is needing to be able to return to normal functioning. Often we will prescribe multiple supplements at once and we will then adjust dosage over time. Some you may take every day, others for a short period. Each person is treated individually and supplements are prescribed accordingly.

## **Can I provide my own supplements?**

No, because not all supplements are equal and we use the brands we recommend because we know what the results and outcomes will be. Some overseas supplements would not meet Australian standards and we cannot guarantee their efficacy. The majority of the supplements we prescribe are practitioner only supplements and you would need to buy them from a practitioner. This means you cannot buy them over the counter and would need to incur the cost of seeking a prescription from another practitioner.

### **Why are supplements so expensive?**

The reason for this is the quality of the ingredients in the supplement. All supplements we recommend are medical grade supplements of the highest quality and approved for use in Australia and strictly controlled by the Therapeutic Goods Administration (TGA).

Unfortunately, despite being controlled by the TGA, our supplements are not provided with exemptions or given the same cost saving benefits of traditional pharmaceuticals so the full cost is passed on to the patient.

### **How do I order the supplements?**

At each appointment we will discuss supplements you need and seek your approval to order them for you or alternatively you will be given the option to be signed up with our main supplier, Vital.ly and you can purchase the supplements through them using our prescriptions. This is the quickest way for you to receive your supplements and begin your treatment.

### **Testing**

Your plan does not include the cost of further medical testing. There are some specific, targeted tests that may be required however we are always mindful of the costs involved and will only suggest tests when we really believe they are necessary for ongoing analysis.

### **Outcome**

We cannot guarantee a specific outcome from any treatment, supplements or testing undertaken as part of the program. We can only guide you using our extensive skill set with complex cases however, the outcome is dependant on your compliance with supplement and dietary suggestions, not undertaking additional therapies without notifying us to mitigate any conflicts and your overall lifestyle and any unforeseen health matters.

### **Our rights**

We reserve the right to suggest treatment by supporting practitioners such as counsellors or mental health specialists should we feel there is an additional condition that requires treatment for our program to reach a successful outcome.

We also reserve the right to contact your emergency contact or your medical practitioner should we feel your health is in danger in any way.

In the instance of any conflict we request you notify our Patient Liaison, Kathie Holmes, immediately via email to [clinic@thebodyguard.com.au](mailto:clinic@thebodyguard.com.au) to allow us to discuss the matter and find a mutually agreeable solution.

In extreme circumstances we also reserve the right to cease treatment should we feel that there are ongoing factors that are impacting your program with us and hindering our ability to provide you with the optimum level of care and attention we pride ourselves on. All efforts will be made to avoid this outcome however we reserve this right. Should we cease treatment you will no longer be liable for future program payments and the agreement between us will come to an immediate end.