



The Body Guard

Christine Barnes, M.Well.

Where science meets natural healing

Essential Care Consultations Package - Terms & Conditions

Our essential care packages have been created to allow full flexibility to clients that do not have complex or chronic health conditions and who would like to utilise Advanced Clinical Naturopathy to plan for and maintain their health goals, as well as utilising acute care appointments for general illness i.e. Sudden onset flu/colds, viruses etc where you want naturopathic treatment.

Your package:

Your appointment package is valid as follows:

Essential Care Package – ECP3 – 3 x 45-minute appointments to be used within a 6-month period.

Essential Care Package - ECP6 – 6 x 45-minute appointments to be used within a 12-month period.

Essential Care Package – ECP12 – 12 x 45-minute appointments to be used within a 12 month period.

Conditions:

1. Your package is not transferrable. The person booking the package is the primary user of the package. In the case of families, you will be required to provide us with the names of your immediate family members at the start of your package (i.e. yourself, partner and children) who will also be able to utilise the package during its duration.
2. Appointments are to be booked via email to clinic@thebodyguard.com.au – package appointments will be given priority for immediate scheduling, where possible.
3. Appointments are to be utilised within the specific timeframes above. It is not our responsibility to ensure you have booked and used your appointments.



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4. Any unused appointments at the end of your package period, will be forfeited.
5. We offer a 14-day cooling off period whereby if you change your mind about working with us, you can notify us in writing, and we will issue a refund. If you have utilised an appointment during this period, we will deduct the cost of that appointment from any refund amount.
6. The usual 72-hour cancellation notice is waived for your package appointments however, we do ask for courtesy in providing us with as much notice as possible for cancellations or rescheduling.
7. Each appointment is for 1 patient only. This means, if you require an appointment for yourself, the appointment is for that purpose and discussions about other family members (i.e. kids with the flu etc.,) will not be discussed in your appointment. You are able to utilise a separate appointment for that purpose if required.
8. Essential Care Appointments are not for use by anyone with chronic or complex ongoing medical conditions. These are 1 off, stand-alone naturopathic appointments for acute illness or nutritional and health planning.
9. You will be provided with an online intake form to complete so we can obtain a full medical history for yourself, and if you are nominating other family members, a full history for them as well. If we feel that your current health situation or your nominated family member's situation, is outside of the scope of your package, we will notify you immediately and provide you with a full refund or the option to transfer your payment towards any of our other programs.
10. We do not treat patients without knowing a full history and as such we request your full honesty and transparency to ensure that any treatment we provide, is suitable for you.
11. Should you withhold any health history information, we take no responsibility for any adverse outcomes that arise because of this failure to advise.



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Appointment Protocols:

1. All appointments are held via our secure Telehealth facility and patient management system, Halaxy. In the event of any unforeseen technology issues, we will revert to a phone consultation.
2. You are required to be in a quiet area during your appointment, without outside interruptions. It is your responsibility to ensure your privacy during this time.
3. For your safety and the quality of your appointment, consultations **will not** be held while you are driving, a passenger in a vehicle or on public transport etc, at work (unless on a designated break), attending to other tasks while on the call etc. This is your 1:1 time with your practitioner and we ask for your undivided attention during the consultation to ensure that you can take any relevant notes regarding treatment and that the practitioner is given the ability to speak to you without interruptions. **We reserve the right to end a consultation immediately should we feel this is not being adhered to and this appointment will be forfeited.**
4. You will be asked to complete our online pre-appointment form for each appointment to provide us with any relevant information regarding your current medications (prescriptions or otherwise) and a general overview of your current health. If this form is not completed and returned to us prior to the appointment, we reserve the right to reschedule the appointment to allow your practitioner to be fully prepared for your appointment.
5. Your appointments will not be recorded by us and permission is not given for you to record your appointments in any way, using any device. You may take notes during your appointment.



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Outcome

We cannot guarantee a specific outcome from any treatment, supplements or testing undertaken. The outcome is dependent on your compliance with treatment suggestions, supplement and dietary recommendations and your current health status.

Our rights

We will request emergency contact details from you at the start of your package and we reserve the right to contact your emergency contact, your medical practitioner or local welfare agencies, 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 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 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 end your package, we will refund any unused portion to you.

IMPORTANT NOTES:

1. Your appointments do not take the place of regular medical care from your general practitioner or medical specialist, and you are required to continue with any treatment they have put in place for you.
2. These appointments are NOT for emergency situations such as chest pain, difficulty breathing, uncontrollable fever, mental health situations, etc, and you are required to seek emergency medical attention immediately from your local hospital or doctor.



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LEGAL DISCLAIMER

Any information provided in our programs, website or resource information is not intended to be used as a medical prescription. It is not intended or implied to be a substitute for professional medical advice, diagnosis or treatment and you agree that you choose to undertake this program at your own risk.

Christine Barnes (herein known as The Body Guard) or their representatives, do not recommend, endorse, or make any representation about the efficacy, appropriateness or suitability of any products or opinions outlined within this program.

You are encouraged to confirm any information obtained and review all information regarding any medical condition or treatment with your physician. Whilst all care has been taken to recommend supplements that will suit the majority of people this program has not been tailored to you or your specific conditions or medications. If you are taking any substances, over the counter supplements or medications, or prescription pharmaceuticals, we encourage you to discuss this with your doctor before commencing the program.

Do not discontinue ANY pharmaceuticals recommended to you by your doctor without consent from your treating doctor.

Although care has been taken in preparing the information provided to you, The Body Guard cannot be held responsible nor liable for any information provided. The Body Guard cannot be held responsible for any errors or omissions. The Body Guard accepts no liability whatsoever for any loss or damage howsoever arising.

Do not disregard professional medical advice or delay seeking medical treatment because of the information provided. It is important to seek medical advice relating to your specific circumstances.