

The Hawrelak Gut and Microbiome Clinic (HGMC) at Goulds Natural Medicine

Frequently Asked Questions

What level of input does Dr. Hawrelak have? Can I request that my practitioner consult with Dr. Hawrelak about my case on a regular basis?

Associates have completed extensive training with Dr. Hawrelak and continue to receive guidance and training from him and his Lead Associates, through regular mentoring sessions. **Senior Associates** and **Lead Associates** have completed their mentorship and all associated competencies, and have treated many patients under Dr. Hawrelak's guidance, and they continue to have regular mentoring with Dr. Hawrelak. All practitioners working with Dr. Hawrelak have access to his guidance if and when needed. They are familiar and well-versed in Dr. Hawrelak's processes and treatment protocols, and practice independently. They will check in with Dr. Hawrelak about individual cases only when necessary.

If I book in with a Senior Associate can I transfer into Dr. Hawrelak's care later?

Dr. Hawrelak's schedule is consistently very full with his current patients, and it is important that these patients are able to book appointments with him in order to receive regular, ongoing care. We also aim to keep patients with the same practitioner as much as possible. Therefore, we are usually unable to transfer HGMC patients into Dr. Hawrelak's care.

How much will the whole program cost?

*We have provided an **approximation** of costs for appointments, testing and supplements below. Your individual costs for testing and supplements will depend upon your individual needs and your practitioner's recommendations. Some cases may require extensive diagnostic testing, regular follow up appointments and substantial supplement costs that may fall outside of the price cost guidelines provided below; whereas others may require little in the way of diagnostic testing. **We increase our consultation prices annually (occasionally bi-annually).***

- **Appointments (6-8):**
 - *Associates* \$1100 - \$1700
 - *Senior Associates* \$1300 - \$2500
 - *Lead Associates* \$1750 - \$3500
- **Testing** \$200.00 - \$1000.00
- **Supplements** \$350.00 - \$2000.00

**All prices listed are in Australian dollars.*

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How do I know which practitioner will best suit my condition?

*All of our practitioners are experienced and skilled in their own right, and Dr. Hawrelak is confident that you will receive excellent care no matter which practitioner you consult with. We have four **Associate** practitioners with whom you may book appointments: [Bronwyn Quinn](#), [Naomi Hester](#), [Michelle Campbell](#) and [Lesley Baker](#). We are currently taking wait list enquiries for our **Lead Associate** [Kate Rix](#) as she has minimal availability for new patients; please contact our reception team at info@gouldsnaturalmedicine.com.au if you would like to be placed on Kate's wait list. After reading each practitioner's bio, you may book consultations with the practitioner of your choice, or you may book the earliest available consultation by selecting each practitioner in our [booking platform](#), and checking their availability.*

What are my practitioners' own lifestyle/spiritual/dietary preferences?

Please refer to the following page on our website to read our practitioner [bios](#)

What tests do your practitioners generally recommend so I can get these started before my appointments?

*Testing recommendations depend upon each individual's presenting complaint; there is not a set of testing that is done for all patients. However, it is common for practitioners in HGMC to order breath testing, microbiome assessment, and intestinal permeability testing. As such, it is generally recommended to **wait for your practitioner's guidance after the first consultation** before ordering any tests.*

Can I send previous test results through for you to add to my file?

*We ask that you **don't** send through any additional test/pathology results or personal health histories prior to your initial appointment. It is important to our practitioners to enter their first consultation with you with a fresh mind and clean slate in regards to your story and health history, allowing them to build a thorough overview and understanding of your case and the issues you are experiencing. Your practitioner will discuss any of your previous testing or treatment with you during your initial appointment, and they will be able to advise you if there is anything they would like you to send through to them during or after that initial consultation. We would recommend having your health history with you to refer to during the first appointment.*

How much email support do your practitioners provide?

Our practitioners have particular days when they reply to emails, and they are not available at all times. They are unable to provide email support to patients in emergency situations as it is not safe to do so. Simple emails requiring a yes/no or single sentence response (including specific questions about a supplement your practitioner has recommended) may be answered by email if appropriate. Our practitioners cannot answer in depth health related questions over email and these queries must be discussed in a consultation. If patients are unable to wait for an

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appointment, their practitioner may be willing to provide an email “consultation” to answer these questions, and the patient will be invoiced for the time spent by the practitioner in email “consultation”.

How do I know if the program is the right fit for me?

Dr. Jason Hawrelak and his team of practitioners believe in the importance of ‘food as medicine’ and an individualised approach to care. They use a range of skills and healing modalities including dietary guidance, herbal medicine, nutritional supplementation, and lifestyle counselling to help patients achieve their health goals. In addition to this, they take pride in creating a nurturing, caring and personable experience for their patients wherever possible. If you’ve seen numerous health professionals and are still not getting anywhere or you need help to determine the underlying causes of your gut disease or dysbiosis, and assistance to get back to a place of better health, we would highly recommend this program.

Unfortunately it is not possible for us to assure you that you will see the results or changes that you want to see. Each human body is unique and will respond differently to different treatments, and health is a complex area that often requires trial and error over time in order to see desired results. Our practitioners will always work with you on an individual basis, responding to your unique needs, while utilising their skills, knowledge and expertise. They will do their best to provide outstanding care and to help you get to optimal health, however we cannot guarantee specific results.

I have seen a lot of practitioners in the past and spent a lot of money. Is it possible to get my initial treatment recommendations during the first appointment?

There are times when some treatment recommendations can be given at the initial consultation, however this is rarely the case. Usually, our practitioners need time to marry your health history and previous lab test results with your post-consultation lab test results to ascertain the optimal path forward.

What is the wait time and can I be seen any earlier?

*We are currently booking new patients in with our four **Associate** practitioners, [Michelle Campbell](#), [Naomi Hester](#), [Bronwyn Quinn](#) and [Lesley Baker](#). Consultations are available now, please visit our [Book Online page](#) to book.*

*There is an extended wait time to see our **Senior Associate** Kate Rix. At the time of writing (April 2024) we are triaging all new appointment queries for Kate, and placing patients on her wait list. Please contact us at info@gouldsnaturalmedicine.com.au if you wish to book in with Kate Rix.*

Before contacting our reception team again with further questions, please peruse this list of Dr. Hawrelak’s many podcast interviews and listen to those that pique your interest. You’ll learn a lot about the approach that Dr. Hawrelak takes when addressing

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gastrointestinal conditions and microbiome modification. These podcasts may answer many of your broader treatment-related questions as well.

- <https://www.probioticadvisor.com/podcasts/>

If you've listened to these podcasts and still can't find what you're looking for, please contact reception at info@gouldsnaturalmedicine.com.au or +61 3 6234 4223 (option 1) and we will aim find out more information for you.

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