



## **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 Dr. Hawrelak and his Lead Associates, through regular mentoring sessions. **Senior Associates** and **Lead Associates** have completed their mentorship period and all associated competencies, and have treated many patients under Dr. Hawrelak's guidance; they continue to receive Dr. Hawrelak's mentoring as needed. All practitioners working with Dr. Hawrelak have access to his guidance if and when needed. Practitioners are familiar and well-versed in Dr. Hawrelak's processes, treatment protocols, and paradigm of care, 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?**

It is very difficult to state exactly how much the treatment process with our practitioners will cost. Our practitioners are always willing to work with you in regards to any financial needs or limitations. First and foremost, please talk to our reception team or your practitioner if you are interested in the program (or are already seeing a practitioner within the program) but are unable to afford the consultation fees, testing or supplements/natural medicines. We will help and find alternatives and solutions wherever we can.

#### **APOTHECARY**

73 LIVERPOOL ST  
HOBART, TAS 7000

P: 03 6234 4223 F: 03 6234 5661  
info@gouldsnaturalmedicine.com.au

#### **CLINIC**

71 LIVERPOOL ST  
HOBART, TAS 7000

P: 03 6234 4223 F: 03 6234 5661  
info@gouldsnaturalmedicine.com.au

#### **HERB FARM**

136 MAUDSLEYS RD  
ALLENS RIVULET, TAS 7150

P: 03 6239 6356 F: 03 6234 5661  
info@gouldsnaturalmedicine.com.au

That being said, 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.

- **Appointments (6-8):**
  - Associates \$1000 - \$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.

\*\* We usually increase our consultation prices annually.

\*\*\* We offer a 20% discount for Australian patients holding a Centrelink-issues low income Health Care Card – please enquire with our reception team.

\*\*\*\* All testing is done through third parties; our practitioners and clinic do not benefit financially from any recommendations or referrals made. We pride ourselves on providing ethical, independent, recommendations.

## 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 who joined Dr. Hawrelak's team in April 2024: [Bronwyn Quinn](#), [Naomi Hester](#), [Michelle Campbell](#) and [Lesley Baker](#).

These practitioners have received intensive training with Dr. Jason Hawrelak at The Microbiome Restoration Center (Dr. Hawrelak's educational business dedicated to providing specialised training in gastrointestinal health and microbiome analysis to health professionals throughout the world), and are now both Certified Microbiome Analysts and Certified Healthy Gut Practitioners.

Dr. Hawrelak personally selected these practitioners to work directly alongside him in his practice due to their exceptional work within his program, their deep knowledge of the gut and the gut microbiome, and their dedication to their patients. They join him in fortnightly mentoring sessions ensuring they are fully equipped and informed to deliver the level of care he expects for his patients.

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The gut and microbiome team focus on providing singular care in common (and less common) gastrointestinal conditions, like IBS, small intestinal bacterial overgrowth (SIBO), Crohn's disease, ulcerative colitis, reflux, peptic ulcers (H. pylori), leaky gut, lactose and fructose malabsorption, and chronic constipation, and more.

They are also up-to-date on the most recent advances in microbiome science and know which tests to take to accurately assess microbiome health - both here in Australia, but also around the world. They have all done advanced training in interpreting a wide-range of different microbiome tests, and can provide expert guidance on how best to optimise your inner ecosystem to regain health, or to inspire optimal health.

You may book consultations with the Associate practitioner of your choice on our [booking platform](#).

Our **Lead Associate** [Kate Rix](#) has been working alongside Dr. Jason Hawrelak since April 2018, receiving extensive training and mentoring. She now works in a mentoring role with Dr. Hawrelak, guiding and supporting our Associate practitioners. Kate is currently taking new patients however space is very limited and we are managing her schedule carefully. Please contact our reception team at [info@gouldsnaturalmedicine.com.au](mailto:info@gouldsnaturalmedicine.com.au) to enquire about booking with Kate.

### **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

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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 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 booking with one of our practitioners.

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

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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 may 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.

Kate is currently taking new patients however space is very limited and we are managing her schedule carefully. Please contact our reception team at [info@gouldsnaturalmedicine.com.au](mailto:info@gouldsnaturalmedicine.com.au) to enquire about booking with Kate.

### **Can I get more information about Dr. Hawrelak's treatment paradigm?**

Please feel welcome to 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 gastrointestinal conditions and microbiome modification. These podcasts may answer many of your broader treatment-related questions.

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

### **I haven't found what I'm looking for here!**

We are here to help! Please reach out to our friendly reception team at [info@gouldsnaturalmedicine.com.au](mailto:info@gouldsnaturalmedicine.com.au) or +61 3 6234 4223 (option 1) for more information or assistance.

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