



Hello,

You recently booked an initial appointment to come and see me in the Goonellabah clinic. Booking times are all in NSW – Australian Eastern Standard Time, please ensure you have recorded the correct time and date for your session.

Here is some information that will help us to make the most out of our time on the day. It includes detailed directions for getting to the clinic, a list of things to bring with you and information about consultation costs and billing.

If you have any additional questions please don't hesitate to contact me either by email [zoe@livinghelath.net.au](mailto:zoe@livinghelath.net.au) or on my mobile 0434 860 516 prior to our appointment.

## Where is the clinic located?

- 778 Ballina Rd, Goonellabah NSW
- URL for Google maps: <https://goo.gl/maps/g5FiSBarj4E2>

Ballina road can be quite busy at certain times of the day and the turn is sharp so **take care** entering the property and cautious leaving.

There is a power pole to the left of the driveway.

**Please drive into the driveway and find a park in the driveway or on the grass without parking anyone in.** Except you can park me in – Maroon Honda CRV.

This is a residential address, and the clinic is situated through the green gate and immediately in front of you. If I there is a session in progress please take a seat in the front of the clinic or in wet weather you may take a seat on the veranda of the house, follow the path around to the left to the back of the house.

## How long are the first and the follow up appointments?

Typically, I allocate 1 hour and 45 minutes for the first appointment please ensure your forms are all completed prior to the appointment time as there is a lot to cover in the first session. Generally, you will need to allow 2 hours in total.

The first appointment is usually a fact gathering session, with detailed investigation into all body systems. This is a whole systems approach, focusing on all aspects impacting health and well-being. I may request further testing via your GP or functional pathology labs through me directly.

**Zoe Sherrin - Specialising in Nutrition**

Naturopathy & Nutritional Medicine | Dietary & Lifestyle Counselling | Herbal Medicine (Acc ANPA Member # 11/0687)  
Mobile: 0434 860 516 | [zoe@livinghealth.net.au](mailto:zoe@livinghealth.net.au) | Fax: 02 6678 0424



## What do I need to bring to the consultation?

- All medications that you are currently taking or have recently stopped taking (bring in the actual bottles).
- All supplements that you are currently or have recently stopped taking (bring in the actual bottles).
- A copy of results – as PDF not photos please of all medical tests performed within the previous 12 months, or longer if readily available (scan and email these if possible or ask your GP clinic to fax to **02 6678 0424**).
- A completed and saved with your name at the end of the file:
  - Initial consultation health details form
  - Systems review checklist
  - Methylation questionnaire
  - Diet and symptom diary
  - DASS 21
  - Specific women's or men's health forms

These forms are interactive PDFs and can be filled in directly from a computer, ipad, tablet or phone.

## Instructions for completing a fillable PDF form – see email attachment

- **If you prefer to print and scan your documents**, please name your files appropriately and scan as pdf documents rather than individual pages or photos.
- You may email me or **fax to 02 6678 0424** any pathology results you have or ask your doctor's clinic to fax or bring them with you on the day.

## Cost

- Typically, an initial consultation costs \$200 with a follow up consultation of \$100.
- There are options for short consultation (\$50-\$70) and email consultations for review of established programs and pathology results.
- The consultation fee is claimable with Health Insurance Extras.

## Payment

- I have EFTPOS and credit card (1.5% surcharge) facilities or payment can also be made on the day using cash or cheque.

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- If you prefer to pay by direct deposit you will need to pay this prior to the consultation pay directly into my bank account:
  - **Living Health-Natural Medicine**
  - BSB: 484799
  - Account number: 605545730

*List your full name in the reference field*

## **Cancellation**

Should you need to cancel your appointment and can provide more than 24 hrs notice; no cancellation fee will be incurred. If you cancel within 24 hrs of your scheduled appointment a cancellation fee of \$50 applies.

Please let me know if you have any additional questions, otherwise I look forward to working with you.

Kind regards

Zoe Sherrin