

# Patient Welcome Pack

urban sense wellness clinic



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[www.urbansensewellnessclinic.com.au](http://www.urbansensewellnessclinic.com.au)

# A NEW APPROACH IN HEALTHCARE

## **Welcome to urban sense**

We are delighted you chose our clinic for your health care needs. Our wellness practitioners are committed to providing you with the best care we can. Our goal is that we form a long-term relationship in managing your current and long-term health requirements.

Our clinic specialises in providing our clients with a total approach to maintaining their health and wellbeing.

We spend time with our clients, listening to their health histories, mapping their personal timeline, and looking at the interactions between genetic, environmental and lifestyle factors that can influence the complexity of chronic disease.

We use a combination of functional and diagnostic testing, traditional pathology and other assessments to get to the root cause of your health issues.

Your welcome pack contains valuable information that includes how to get the most out of the material and advice that has been given to you at your consultation. We have also included information on the programs that we offer as well as other services available at our clinic.

Our practitioners are all highly trained and qualified in their field of expertise. We aim to provide you with a total approach to healthcare by offering a unique range of programs and services that can be tailored to suit your individual needs.

Once again, welcome.

Cheryl Penna

**Naturopathic Wellness Practitioner**

Bachelor Health Science – Naturopathic Medicine

Certificate of Environmental and Nutritional Medicine ACMEN

Certificate of Integrated Medicine IFM

Certificate Natural Fertility



# GETTING STARTED

It is important that you find some time to read over the information that was given to you within the first few days after your consultation. This will help you get started with the suggested lifestyle and dietary changes recommended for you. Prior to your follow up consultation, you may have been asked to obtain additional pathology tests. As an evidenced based practice, we rely upon tests in the diagnosis and ongoing treatment for our patients.

If you have problems with the recommendations or supplements given to you, it is important that you let your practitioner know as soon as you can. Some people may experience mild symptoms related to dietary changes or supplements that often pass within a few days, whilst others may need a few adjustments made to their prescription along the way.

Regular assessments are recommended during the early stages of treatment to help you manage changes with diet and lifestyle recommendations. This will also help us monitor your progress and make any necessary changes to keep you on track.

If you have any questions regarding the information contained in your welcome pack, please contact our reception staff.

## **Follow Up Consultation Appointments**

Bookings can be made by telephoning the clinic during business hours on 03 9482 5135 or anytime online via our website 24 hours a day.

If booking online, select Repeat Consultation. Your follow up consultation is about 45 minutes in duration



# NUTRITIONAL SUPPLEMENTS

As a service to our clients, we provide therapeutic herbal and nutritional supplements as part of our treatment protocols that are available from our clinic dispensary. We spend a lot of time building relationships with our suppliers to ensure we are providing quality ingredients that are manufactured under strict manufacturing practices, such as the Therapeutic Goods Administration in Australia.

Whilst these supplements may come at a higher financial cost than those found in pharmacies or health food stores, the value must also include assurance of their purity, quality, bioavailability and effectiveness. Our clients are under no obligation to purchase our products as part of their treatment recommendations but we do insist that they do not self prescribe with retail products during our treatment programs unless approved by their consulting practitioner.

## Run out of Supplements?

If you run out of supplements between appointments, these can be ordered and posted out to you via Express Post, usually within 24 hours if in stock. All that is required is a valid credit card to facilitate payment.

## Gift Vouchers

Gift vouchers are available for all our services and are valid for 6 months from the date of purchase. Perhaps you have a friend or family member who would benefit from our services? A gift voucher for one of our wellness programs, skin therapy treatments or massage therapy is something that they will thank you for.

## Services - Overview

We offer a comprehensive range of services that including the following specialty areas:

- Women's Health and Hormonal Issues
- Dietary Advice and Nutritional Assessments
- Food Allergy & Intolerance Assessments
- Gut Health, IBS, SIBO & SIFO
- Preconception and Fertility Health
- Thyroid and Autoimmune Conditions
- Weight Loss - including our highly successful Optimal Fat Loss Program
- Healthy Ageing and Longevity Program
- Advanced Skin Therapy and Dermal Rolling Treatments
- Remedial Massage - including Pregnancy and Injury Management

## What is Naturopathic Medicine?

Naturopathy is based on the art of traditional practices that combine the science of modern medicine in addressing the cause of acute and chronic health conditions. By assessing the whole person, not just the symptoms, we often find that one condition can have many causes and that the cause can also be associated with many conditions.

When we treat symptoms without addressing the contributing factors, we will never truly resolve the imbalance within the body. We know that it's essential to follow a process that focuses on a full assessment of your health before we begin a treatment program.

By viewing the whole person and not just the symptoms, we are able to address the root cause of disease with treatments that will have lasting benefits beyond symptom resolution.

# SERVICES OVERVIEW

The Functional Medicine Matrix is a model used by health professionals around the world. The model identifies three prime sections that relate to each disorder.

- Organ system diagnosis
- Core clinical imbalances
- Modifiable lifestyle factors

When combined, these three core areas help us gather information about our client's health issues. The information can then be used to help identify unhealthy patterns that contribute to symptoms associated with disease, and then addressed with a personalised program to promote optimum health and vitality.

## Our Approach

We use a simple four step diagnostic approach with all our patients to ensure we develop the most effective treatment plan to address your current health needs. In this way you can be assured that your treatment advice has been tailored to your individual health condition.

### Step 1: Discovery

Your initial consultation is designed to ensure we understand your complete health history, family history and current health issues.

This process allows us to establish a timeline of your condition as well as what triggers and mediators have contributed to your current health concerns.



### Step 2: Investigations and Evaluations

Next phase of your assessment includes a series of evaluations, that may include a MetaScan Body Assessment, Skin, Hair, Nails and Iris Analysis. These examinations provide an insight into organ system function as well as the body's nutritional status.

During this assessment we will also review your general pathology results and additional functional testing may be recommended. At the end of your appointment, symptomatic treatment may be recommended as well as dietary and lifestyle changes.

### Step 3: Active Care Plan

Once your results have been assessed we are then ready to initiate a tailored treatment plan that will be agreed to by you and your practitioner.

During this period, your practitioner will track your progress and modify your treatment as necessary over a series of scheduled appointments.

# OUR APPROACH

At all stages of your treatment, we recommend that food and lifestyle modifications be used as your primary source of treatment. Therapeutic nutritional supplements and herbal medicines are used to support deficiencies where indicated and to help modulate and restore function in organ systems.

During this time we request that you advise your practitioner if any new medications or changes are made to medications that have been prescribed by other medical practitioners.

#### **Step 4 Re-Evaluation and Maintenance Plan**

Once your initial condition has been treated, it's time to re-evaluate your Initial Symptom Assessment so we can address any unresolved health issues that have now been highlighted. These may include past infections, trauma, toxins, allergies, or other issues that have not been addressed during your program.

This process may need to be repeated several times in some cases to allow us to address the root cause of your health complaint.

If you have complete resolution, then it's time to move on to a maintenance plan that addresses long-term health and wellness.



# OUR APPROACH

## **Diagnostic Assessments**

Before we can provide you with a comprehensive health plan, we need to ensure we have obtained a detailed insight into your current health history as well as an overview of your body's biochemistry.

Our Diagnostic Assessments may include the following:

### **MetaScan**

Cellular Health Analysis using our TGA approved MetaScan device. Your assessment provides valuable information on your body's composition that includes muscle and fat mass, water balance, body tissue mass, fat mass and cellular health levels.

### **OligoScan**

The OligoScan uses Spectrophotometry to measure the optical density of trace elements, minerals and heavy metals currently present in the tissues of the body. Using cutting edge technology, the Oligoscan makes mineral analysis available in the clinic within minutes. No more hair samples or blood draws required. We require your Blood type (A, B, O) to ensure accurate results at the time of your test and request you have this before your appointment.

### **Quantum Reflex Analysis (QRA)**

Quantum Reflex Analysis (QRA) is an advanced system of Kinesiology using a scientifically researched technique.

QRA combines aspects of Traditional Chinese Meridians with the latest findings in bio-energetic medicine to help the practitioner gain insight into organ system imbalances. QRA has over 30+ years of intense research and development and is used by qualified practitioners worldwide.

## **Pathology Testing**

Pathology testing is an important tool which allows your practitioner to identify early signs of organ system stress. Your general pathology report can indicate nutritional deficiency, inflammation reactions, blood sugar issues, detoxification processes, liver and kidney function as well as your body's pH acid load.

Pathology services lie at the heart of health care services provided to patients and the community. They underpin the quality and cost effectiveness of our health care system. We request that all our clients have a general pathology test with their GP before their initial appointment and provide the results to our clinic at the time of your initial consultation.

If you do not have a doctor and prefer to use our naturopathic services, our clinic can organise a request form for general pathology tests for you via one of the general pathology labs in Australia. These tests will incur a Non-Medicare fee that the client will be required to pay to the pathology lab at the time of testing.

# OUR APPROACH

## Functional Testing

### Genetic Profiling-Nutrigenomics

Our genetic makeup is a unique combination of inherited genes that have formed the building blocks of who we are today. Our genes also code for genetic variations that are referred to as SNPs – that can influence how genes are expressed.

However, science now confirms that our genes interact with our lifestyle choices such as the food we eat, how we exercise, how we manage stress, our environment and chemical exposure. To understand more about our genes, it is important to know that our unique genetic make-up is often referred to as our hard drive. It represents your health potential for life.

To function optimally in our environment, our genes have 'epigenomes', which are parts of our genes that interact with our environment. External factors can cause genes to be 'triggered' – otherwise known as 'epigenetics', and express genes that may not have been activated in normal circumstances. We now know that these signals can be triggered from a variety of nutritional and lifestyle choices that influence many disease processes via inadequate methylation and detox processes.

The good news is that once we have your Nutrigenomic profile, we have the ability to influence gene expression by modifying your diet, environment and lifestyle factors.

Be sure to ask us about our DNA Profile at your follow up consultation.

### Adrenal Health & Hormonal Assessments

We are pleased to offer our clients one of the most advanced and comprehensive hormone tests available today.

Dutch Hormone Testing provides a full assessment of hormones in one easy test. This extensive panel provides us with an insight into many health-related conditions that are not seen with general pathology testing.

Dutch Testing uses a unique method of dried urine samples that provides us with over 35 hormones as well as their metabolites. This information provides us with a greater insight into how your body is functioning and where the problem may lie. We are then able to address the cause of your condition using a variety of treatment and lifestyle protocols.

Your Dutch Complete Panel includes:

Metabolites of Oestrogens (including E1, E2, E3, 2-OH-E1, 4-OH-E1, 16-OH-E1, 2-methoxy-E1)

Androgens (8, including Testosterone, DHT and DHEA-S)

Progesterone

Cortisol Markers & Metabolites

Melatonin

8-OHdG – oxidative stress marker

Neurotransmitter Metabolites (HVA, VMA)

Nutritional Organic Acids (MMA, Xanthurenate, Kynurenate, Pyroglutamate)

# OUR PROGRAMS

Urban sense offers a range of specialised wellness programs to our clients based on our clinical experience.

## **Optimal Fat Loss Program**

Our Optimal Fat Loss program provides phenomenal results in just 21 days. The program is based on Dr Simeon's original weight loss program. It includes our customised pro hCG Weight Management Drops and nutritional support products that promote the release of visceral fat stores when combined with a very low-calorie diet. We have had exceptional results with our program that has been shown to provide an effective and safe system of weight loss within a matter of weeks.

## **Detox for Health**

In the past 50 years our environment has become increasingly more polluted, resulting in a greater toxic burden than ever before. Most of us live in cities where thousands of tons of pollutants are dispersed into the air we breathe, the water we drink and the soil we grow our food in. Because we are all exposed to a large assortment of toxins it is certain that our bodies all experience some degree of toxic stress.

Our detox program aims to reduce toxic load within the body and support elimination. A detailed questionnaire is required before commencement to assess your levels of toxicity and ideal treatment program. Additional functional testing may be recommended prior to your program to ensure efficiency and safety of detoxification.

## **It Starts with Food**

We believe nutrition is the foundation of any good wellness program and the gateway to good health. In other words, you can exercise, sleep well, manage your stress and take medications, but if you are not incorporating good nutritional practices into your daily life, you will be unable to achieve and maintain your health potential.

In fact, we think your nutrition is so important that we have developed a nutritional guide and program for our clients as part of their initial and ongoing health management at our clinic. Your program starts with an initial consultation and just like your health, our program will be customised to your individual health needs.

## **Fertility Fitness Program**

One in six couples today will have trouble conceiving and maintaining a healthy pregnancy due to unexplained fertility issues. We know that poor cellular health due to nutritional and lifestyle factors is a major cause in these unexplained conditions.

Research shows that fertility health in both men and women is declining worldwide. The practice of a preconception period for a couple has been lost in our modern world and we are now seeing the impact of reducing sperm health in men as well as hormonal issues in many women.

Our Fertility Fitness Program addresses lifestyle factors, endocrine and hormonal imbalances, as well as nutritional deficiencies that are associated with fertility health and conception issues.

# OTHER SERVICES

## **Skin Therapy**

Changes in the condition of the skin can be due to many factors; ageing, sun exposure, illness, poor nutrition as well as side effects from the use of medications such as the contraceptive pill. To keep your skin looking its best urban sense offers a range of specialised skin therapy treatments as part of our total approach to maintaining health and wellness.

## **Dermaviduals Skin Care**

Dermaviduals is a world-renowned developer of active skin care systems; using only pure skin identical ingredients. The range was developed by leading German skin care founder, Dr Hans Lautenschlaeger who is an internationally renowned leader in the field of pharmacology and chemistry.

Recognising that lifestyle factors such as indirect exposure to pollutants and sun damage as well as chemicals, such as surfactants, are likely to continue to impact negatively on the skin barrier, Dr Lautenschlaeger and his team developed a customised dermatological skin care solution based on correcting and maintaining skin function.

Dermaviduals is a customised skin care solution that has been designed to optimally maintain the natural skin barrier and the premature ageing process.

## **Ask about our Skin Care Club?**

Our loyal dermaviduals clients have access to our Skin Care Rewards Program. You will be the first to hear about special offers, discounts and be rewarded with a free serum blend with every ten purchases made within a 12 month period. Ask our staff about joining our rewards program.

## **Collagen Induction Therapy (CIT)**

CIT is a medical skin treatment that uses a dermal pen that creates microscopic holes or tiny dermal punctures in the skin. This process helps to stimulate new tissue regeneration, elastin, and natural production of collagen. It also promotes new capillary flow that improves blood supply and nutrition to the skin. To achieve the full benefit of CIT, three sessions are recommended every four to six weeks..

Following a course of micro-needling, the skin begins to tighten under the activation of new collagen production and improved circulation, promoting a firmer and more youthful appearance.

CIT has been shown to decrease skin wrinkles, acne scarring and skin pigmentation.

## **Dermaviduals Deco Mineral Stockist**

urban sense wellness clinic is an approved Melbourne stockist of Dermaviduals Deco customised mineral foundation. It's all about the base.

You invest so much into your skin care regime but did you realise that your daily makeup application (including your primer) could be the aggravating factor of your skin condition or concern?

Dermaviduals Deco is the solution! It's pure; just like our Dermaviduals skin care line, you can be assured there are no nasties hiding in our makeup range.

The most amazing thing about Dermaviduals Deco is that the colour of the foundation is customised to suit your individual skin colour and tone. No longer do you have to struggle to find that perfect colour match. A foundation that enhances the skin's appearance, but you simply can't tell it is there.



# FOUNDATIONS OF WELLNESS

Ageing is a fact of life! We cannot stop the process, but we can influence how we age by following some simple principles based on traditional therapies and modern medicine practices. We have identified five underlying pillars that influence a longer, healthier and more rewarding life. Get these five items in order, and you will be amazed how much better you will feel!

## **1. Get rid of addictive substances**

Smoking, regular drug's use and the overconsumption of alcohol is detrimental to your long-term health.

## **2. Ensure adequate sleep as you age**

During various stages of our lives, our sleep patterns may change. This may be due to work or family issues, hormonal changes, an increase in stress and or side effects of some medications. Recent studies have shown that less than seven hours of sleep per night may increase the risk of many chronic diseases such as CVD (Cardiovascular Disease), Depression, Alzheimer's, Obesity and Autoimmune disorders.

## **3. Eat more whole food but less of it!**

We have become a lazy society that is time poor and mineral deficient. We are relying on packaged and processed foods that are high in calories and lacking in minerals.

Our food should be sourced from local suppliers that are locally grown and seasonally based. We recommend you include a wide diversity of color, fibre and plant based foods in your general diet.

We recommend a wide range of foods to be eaten on a weekly basis that includes a good mix of organic animal products, leafy greens and root vegetables, quality fats such as olive oil, cultured butter or ghee and whole grains.

## **Foods to be avoided**

Whilst not everyone will agree with our recommendation on this one, we do advise our clients to reduce processed cows' dairy products, refined wheat, sugar and high fructose ingredients in their general diet. Avoiding these items will help to improve your mineral balance and support an alkaline pH.

## **4. Exercise is not an option**

Our bodies were designed to move and will thrive on a mix of cardio and resistance exercise. Take the stairs, ride a bike or get out with the kids and play. Regular exercise has been shown to reduce your risk of CVD (Cardiovascular Disease) as well as Depression. It reduces the impact of stress, keeps the joints and muscles strong and benefits your sleep.

## **5. Mindfulness**

Having a sense of who we are is important to us at all stages of our lives. Finding an inner connection can help support us through the various stages of our lives. Daily meditation is one form of mindfulness that we recommend as part of your long-term health practice. Research has shown that daily practice to quiet the mind will promote quality of life and a sense of peace and happiness that connects us all to this world.

There are many online programs as well as community centres that offer guidance in the practice of mindfulness. If you would like some recommendations please speak to your practitioner.

