



FREQUENTLY ASKED QUESTIONS (FAQs)

Appointments

Q. How do I make an appointment with the doctors?

- A. By phone or our online booking system you can utilise by visiting www.lotusholisticmedicine.com.au or by downloading the Appointuit app for Android phones (Google Play) or iPhone or iPad via the App Store. For IV nutrient or new patient bookings, please call us on (07) 5313 3577.

Q. How often should I have appointments with the doctors?

- A. The standard interval time for 30 min appointments for most clients is one month for the first 3 months and then 6-8 weekly thereafter. However it is a good idea to have an extra short appointment in between to ask any questions, receive any results, and update any prescriptions you might have. If you have benefit from more frequent appointments, this is fine and can be accommodated in our schedule.

Q. Can I have all my medical appointments via phone or video conference?

- A. The initial new patient consultation is recommended to take place face-to-face and not by phone or video conference. The exception to this is when your doctor can be present on a video conference and present your case to us, this may be possible.

Generally follow-up consultations are available via phone or Skype however this may not be recommended for acute medical problems, such as abdominal pain, in which case it may be recommended to see a local doctor instead. Medicare rebates do not apply to phone or video conference consults as per Medicare stipulations. In general you should plan to attend face-to-face at least once every 6 months for the first year. Higher quality care is generally possible through face-to-face consultations, but for distant patients phone or Skype appointments can fill a gap in the ability to provide regular face-to-face care.

Q. Are Dr Gupta and Dr Cabena fully medically qualified?



LOTUS HOLISTIC MEDICINE

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- A. Drs Gupta & Cabena are fully trained as medical doctors and fully vocationally registered as general practitioners. Their focus is on integrative/holistic medicine and they have additional training in this special interest area of general practice. Some of the organisations they are members of include:
- The Australasian College of Nutritional & Environmental Medicine (ACNEM)
 - The Australian Integrative Medicine Association (AIMA)
 - The RACGP Special Interest Group in Integrative Medicine
 - The Australian Chronic Infectious & Inflammatory Disease Society (ACIIDS)
 - The International Society of Acquired Environmental Illness (ISEAI)

Q. Can one of the doctors be my general practitioner for routine matters as well?

- A. If you live in the local area this is possible. However they do not perform pap smear examinations, vaccinations or skin checks, so if you require any of these services, it would be best to have a separate general practitioner. Those who live outside the Sunshine Coast area are strongly recommended to have a local general practitioner for all routine medical matters. This includes medical reports and referrals to specialists. We do try to reserve 1-2 short appointments every day for urgent medical problems. For those on the Sunshine Coast, "Medicine on Second", who we have a good relationship with, can be a useful general practice for regular GP matters.

Q. Can I email the doctors at any time re matters I have forgotten or are not covered during a consultation?

- A. The doctors at Lotus Holistic Medicine spend almost all their time at the clinic in consultation with clients face-to-face or via Skype or telephone. Email is not the recommended way for communicating re medical matters, as these matters are best handled in the context of a consultation. We recommend first consulting these FAQs, then making a consultation if the answer is not forthcoming.

For those needing assistance in implementing the lifestyle side of the holistic medicine program, we do offer email/phone coaching at the rate of \$90/hr+GST. Please email reception to sign up for this program.

Q. In what circumstances is email communication appropriate?



A. When you simply require an info sheet, or simple clarification regarding supplement dosages or logistics. Or if a severe reaction to the protocol occurs.

Diet/Food Program

Q. How long do I stay on the Phase One Diet for?

A. Usually three months, then you transfer over to the Phase 2 diet.

Q. I already have a very restricted diet due to food intolerances. Do I need to follow the Phase One diet exactly.

A. This is a special situation, and in this case discussing your diet with the doctors by making an appointment. is the best way to go.

Q. Is Kombucha allowed on the Phase One diet? How about other fermented foods?

A. No it is only recommended on Phase Two. Generally commercial kombucha drinks contain a reasonable amount of sugar. Sauerkraut, kim chee and goat milk/coconut milk kefir however are OK on Phase One of the program.

Q. If I slip up on the diet, do I have to begin the program again?

A. No. It may slow down your progress a tiny bit, but the key is not to get caught up in guilt, and simply go back on the diet program again. It's what you do 99% of the time that matters, and an occasional slip-up is expected. Obviously the better you can follow the program, the better your results are going to be.

Compounded Medications



Q. I didn't bring home a prescription for the compounded medication. Was this forgotten?

A. Generally compounded prescriptions are faxed through to the relevant compounding pharmacy. The pharmacy will generally give you a call initially to confirm the order, then once the order is ready. The exceptions are Auscare Pharmacy Yandina who you generally need to call yourself. Their phone number is (07) 5446 7989, and Bob Harrison Compounding Pharmacy Miranda. Their phone number is (02) 9524 7200.

Q. I want to use a different compounding pharmacy. How do I do that?

A. Please ask the current pharmacy to forward the prescription to the new pharmacy. If this is not possible you will need to make a 10 min appointment with one of the doctors to have a new script and fax coversheet issued. If you are not sure which compounding pharmacy you want to use in the first instance, please just ask for the prescription, and then you can forward it onto the compounding pharmacist of choice. This may allow you to attain quotes on price etc.

Q. My local pharmacy says the medication I have provided is not available through their usual channels. Does this mean the medication is not available in Australia?

A. If it is one of the following medications, it needs to be compounded up by a registered compounding pharmacy, not a standard PBS pharmacy.

- low-dose naltrexone
- thyroid extract or T4/T3 combinations
- progesterone cream or combination hormone creams
- paramomycin
- silver/EDTA or VIP nasal spray

Supplements

Q. Where from do I source the recommended supplements?



- A. Please check the documentation within the consultation summary you were provided. We carry most of the recommended supplement brands at Lotus Holistic Medicine. This is for client convenience. However you can also order most of the products directly from the supplier. The main supplier (for Premier Research, Biotrace and MRI supplements) is Biotrace and they can be contacted on 1800 127 149 or orders@biotrace.co.nz. However other products have other suppliers.

Q. Should I have my supplements with meals or on an empty stomach?

- A. Please consult the “supplements” section under “enhancing factors” in your consultation summary. In general most solid supplements should be taken with meals. Specifically Primer Pyrrole and other zinc-containing formulas should be always taken with meals to avoid nausea. Cholestyramine should always be taken as far away from meals as possible, but at least 30 min before or one hour after meals. Medichlorella-FX, Serrapeptase and Mediclay-FX are generally taken at least 30 min away from meals as well.

Q. I am started to feel nauseous, or have abdominal pain on the supplements.

- A. Make sure you are taking any formula with zinc in it, or Premier HCL, with meals, otherwise these supplements are notorious for causing nausea or abdominal pain. If you have been taking these supplements with meals, the first thing is to stop the supplement “Premier HCL” and any compounded primer supplement until the nausea and/or abdominal pain settles. It’s generally recommended to go onto the supplement “Gastroven” (which we often hold at the clinic) at 3 caps twice daily with meals (can empty them into hot water). If the pain or nausea is severe, please make a 10 min appointment to see Dr Gupta.

Q. I am started to feel very tired, or get headaches on the supplements.

- A. One possibility is that this may represent “over-detoxification” on the nutritional program. The simplest thing to do is “cycle off” the supplements by stopping them for 2-3 days then restarting on a lower dose and gradually building up again. This is OK for you whenever you



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feel poorly on the supplements, and you need not check with us, unless the symptom is severe. Generally any medications or thyroid replacement should be continued however.

Q. Biotrace Elite Electrolytes and Biotrace CMD have the same listed ingredients other than 1? Do I definitely need to have both?

A. Yes Elete is an electrolyte formula while CMD contains a variety of ionic minerals and contains many more ingredients than what are listed. Only the main electrolytes are listed to satisfy FDA regulations.

Q. How long should the recommended supplements be taken for?

A. Usually if a duration for the supplement is not stipulated, they should be taken until the next consultation or for 2 months. During the next consultation the new supplement list will replace the previous supplement list entirely.

The exception to this are pyrrole formulas, which generally can be taken on an ongoing basis until the prescription has run out.

Results

Q. Will I be contacted with my pathology results?

A. We do not contact clients when their pathology results come in as a routine, however if they are significantly abnormal, we will endeavour to contact you, unless you have an appointment booked in the next few days. With any result more complicated than simple Full Blood Count (FBC) and electrolytes and liver function tests (ELFT), an appointment should be made with Dr Gupta to review the results. You can check in with us by email regarding the likely timing of the results being available.

Screening Tests

Q. Should I continue having screening tests as recommended by my other medical practitioners?

A. Our doctors recommend proceeding with pap smear, breast imaging and/or colonoscopy screening for serious disease as recommended by the majority of the medical profession.

Prescriptions



Q. Can I simply get repeat prescriptions for my medications via email?

A. Repeat prescriptions constitute a medical service as a check of the ongoing appropriateness of the prescription needs to be carried out. Therefore an appointment should be made for a repeat prescription. In circumstances where there is no convenient way an appointment can be made at a mutually satisfactory time, Dr Gupta can fax the prescription to a nominated pharmacy for a set fee of \$39.60.

Q. Can my prescription be done up as a PBS (subsidised) prescription? It has been issued as a non-PBS (non-subsidised) prescription.

A. Generally if the doctors has issued it as a non-PBS prescription it means he is not able to meet the criteria for PBS subsidisation. This often happens with medications used for specific indications within integrative medicine. We apologise for any inconvenience.

Pathology/imaging request forms

Q. I have lost my pathology or imaging request form. Can I get another one via email?

A. We do not hold copies of pathology request forms, and these constitute a medical service. Please make an appointment for a replacement pathology request form to be made. If there is absolutely no way you can come in for an appointment there is a set fee of \$39.60.

Q. I forgot to ask for a pathology request form during my last consult. Can I get another one sent to me?

A. It's the client's responsibility to obtain all the paperwork they need during a consultation. Having a list for these items is a good idea prior the consultation. Pathology request forms constitute a medical service. Please make an appointment for a replacement pathology request form to be made.



Q. Why do our doctors put some pathology tests on a Non-Medicare form (that other doctors can put on regular Medicare forms)?

A. Nutritional blood tests are a confusing situation. Basically plasma zinc and copper, ceruloplasmin, RBC magnesium vitamin D and other nutritional tests are not Medicare rebateable for “orthomolecular testing”. Many integrative doctors have been asked to pay back all the cost of these tests to Medicare when audited which amounts to several tens of thousands of dollars. Medicare basically is designed only to cover what is considered “medically necessary” by the majority of the profession. It’s an unfortunate situation for integrative medicine. So generally only the more standard pathology tests including FBC, ELFT, ESR, fasting lipids and CRP are rebateable. We apologise for this inconvenient situation.

Q. What is the exact procedure for having the DNA Connexions / Research Nutrition/ IgeneX/Australian Biologics/ Microbiology Dx /Quest/ Arminlabs testing done?

A. We have specific instructions information sheets for these tests. Please email admin@lotusholisticmedicine.com.au for a copy of one of these.

Allied Health at the Clinic

Q. What sort of health problems are suitable for booking in with your naturopath?

A. Certain problems are more in the dietary/lifestyle side of the health spectrum, as opposed to the “medical” side of the spectrum. This usually implies that there is no signs of acute or serious disease, such as chest pain or shortness of breath, and that the primary area of working will be diet, lifestyle, supplements and emotional support.

Examples would include fatigue, insomnia, mild anxiety, mild gut upset and for managing stress. Many other problems are also potentially suitable.



Q: Can I work with both a doctor and naturopath from your clinic at the same time, and can this be beneficial?

Yes, this is certainly one model of integrative health care that can be recommended. Seeing the Naturopath in between your doctor appointments can help you to feel supported whilst on your healing journey. Generally the naturopath appointments are longer, so as to nurture you and explain the program in detail. With regards to supplements, the naturopath can ensure doses are still correct as doses especially when detoxifying and killing pathogens tend to fluctuate week to week and can make you feel quite unwell. The naturopath can quickly reassess your supplements and doses to ease due off and detox symptoms this helps to make the journey smoother for you over all.

Q. What sort of health problems are suitable for booking in with your psychologist?

Almost anyone, with or without health problems can benefit from support from a registered psychologist. However the following health problems are eligible for a mental health care plan, which allows Medicare-subsidised psychology consultations:

- Anxiety disorders
- Depressive disorders
- Post-traumatic stress disorder (PTSD)
- Psychotic disorders (eg schizophrenia)
- Bipolar affective disorder

Specialist or allied health referrals

Q. The practitioner my doctor referred me to under an EPC or Mental Health Care Plan is not available or not suitable. How can I get hold of a referral for another practitioner?

A. Please make an appointment to discuss a suitable replacement practitioner, which will depend on your unique circumstances.

Q. I have decided I do not want to follow through with a referral one of the doctors has provided to me.



A. Please inform us by email that this is the case. Our doctor may want you to have a short appointment to discuss, or may call you to make another arrangement.

Q. I wish to have a mental health care plan referral made to see a psychologist with a Medicare rebate. Can this be sent to me?

A. Please make a 20 min face-to-face appointment for a MCHP referral, as Medicare stipulates that these item numbers can only be charged when the client is present face-to-face in consultation. The GP item numbers need to be claimed before you can claim psychologist Medicare item numbers.

Q. I wish to have a EPC plan referral made to see a physiotherapist, chiropractor or osteopath with a Medicare rebate. Can this be sent to me?

A. Please make a 20 min face-to-face appointment with one of the doctors to have a EPC plan created, as this needs a face-to-face consultation as per Medicare stipulations. It also constitutes a clinical service.

Detoxification procedures

Q. What is the purpose of the detoxification procedures?

A. The purpose of these procedures is to enhance the function of your excretory organs, particularly the liver/gallbladder, bowels and skin, so that excretion of metabolic wastes occurs as efficiently as possible. When the excretory organs are not functioning optimally then a roadblock in detoxification of wastes occurs.

Q. Are the detoxification procedures mandatory?

A. They are not mandatory, but may speed up your progress on the holistic medicine program.

Q. Are coffee enemas dangerous, or depleting of bowel flora?



A. Many clinics around the world who have had patients performing this procedure for many, many years, report a very low rate of problems. The coffee solution must be checked to be at room temperature before inserting. If haemorrhoids or anal fissures are present, extra lubricant should be used. With these precautions the risk of complications is low. We don't believe that coffee enemas significantly deplete the bowel of healthy flora.

Q. Are infrared saunas the only one recommended or are ordinary steam saunas OK?

Infrared saunas are the most recommended due to the deep penetration of the infrared light. However steam saunas can also be used.

Q. Are Epsom salts baths recommended to be hot or room temperature? How much salts should I use?

The recommended temperature for an Epsom salts bath is room temperature. Approximately one cup of Epsom salts per bath is recommended.

Q. Are colonic irrigations the same as coffee enemas in terms of benefit?

A. Colonic irrigations have a slightly different effect and are very cleansing on the whole of the large intestine. Coffee enemas only reach the bottom part of the large intestine (sigmoid) however are specifically healing for the liver and gallbladder.

Emotional Healing

Q. What is Emotional Freedom Technique (EFT)?



A. EFT is a technique developed by Gary Craig, which involves tapping on various meridian points in the body while repeating certain phrases. In Dr Gupta's experience it works extremely well, especially if a skilled practitioner assists with its implementation. The recommended EFT practitioners on the Sunshine Coast are Sikaal Vrennsen or Troy Aaron.

Q. What is the Inner Child Meditation, and how often should I do it?

A. The Inner Child Meditation, as described by Jeff Brown, is considered to be an extremely beneficial meditation practice. The "inner child" was originally described by Carl Jung, one of the founders of modern psychology. It is considered to relate to the subconscious remnant of your young self, that may have unresolved emotional wounding. The Inner Child Meditation allows you to resolve some of the emotional wounding.

Q. What is Emotional Repolarisation Technique (ERT)?

A. ERT is a system developed by Dr Robert Marshall, the founder of the QRA form of kinesiology. It is based on repeating affirmations which specifically address emotional blocks, particularly around beliefs surrounding health or being able to be loved. By clearing these emotional beliefs, we are able to achieve more harmony in our physical and emotional self.

Q. Are any of the emotional techniques contrary to my spiritual/religious beliefs?

A. Although this is up to you to decide, our doctors firmly believe that these techniques are compatible with all religions and faiths.