Gary Moller
Functional Nutrition Consultant
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WHAT TO EXPECT WHEN YOU EMPLOY THE SERVICES OF GARY MOLLER AND ALOFA KOSENA

HOW TO FIND OUR OFFICE

Our clinic is located at 15 Heaton Terrace, Brooklyn, Wellington.

Google Map and directions here: http://garymoller.com/contact-us

Call us or text on Gary's cell phone, 0274 930979, or our landline 04 8016436 if you have any trouble finding us, or are running late for the appointment.

SKYPE VIDEO CONFERENCING

If we are meeting online using Skype, please add my *username* to your contacts by way of the invite function and make sure Skype, your computer, sound and camera are all tested and working well before we meet. My Skype *username* is **gazzamoller**. If sending me a Skype invite, please identify yourself by name, otherwise I may treat your invite as spam. We don't want that happening!

MEDICAL REPORTS, SUPPLEMENTS AND MEDICATIONS

Please bring along any supplements or medications you are currently taking, if this is convenient, even if you have listed these in the *consultation form*. Medical reports are most helpful, if you have them. If they are imaging reports, I do not need to see the images; bring or send only the report about the findings and recommendations, which usually amount to just a few pages. If I need to know more, this will be discussed when we meet.

FIRST CONSULTATION

During the hour we will discuss all the relevant health/fitness issues and information. Your consultation fee includes my preparation time and immediate follow up actions on my part with you. We will agree on the best way forward for resolution and, ultimately, giving you the best health and performance possible.

It is always my intention that you leave this appointment with definite and positive things to get on with, rather than be subjected to more delay and frustration *(by the time most people come to see me they have had more than enough of delays and of being given the run-around!).*

Further testing may also be recommended, but this depends on the outcome of our discussions.

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FOLLOW-UP APPOINTMENTS

These are usually 30-40 minutes and ongoing for as long as you need our services. Follow-up appointments are usually timed to be 6-12 weeks after any previous consultations to assess your progress and to make further adjustments to ensure you are on track to good health.

What I charge for these will not exceed the figure stated; but can vary depending on the preparation required, time of the meeting and also your personal circumstances.

THESE FOLLOW-UP APPOINTMENTS ARE REALLY IMPORTANT

If you have not made a Follow-up Appointment during the most recent consultation, please take the initiative and make one with me well in advance.

ABOUT OUR FEES

We recognize that some people who seek our help are struggling, not just with chronic health and injury issues; but also with consequent financial distress. We have done everything we can to keep our business overheads as low as can be. These savings are passed onto our clients and patients as lower than usual fees and more time spent working with you.

If you are struggling with financial issues that may be preventing you from using our services, please talk to us and we will see what can be done.

EMAIL INQUIRIES AND PROGRESS REPORTS

We do not generally charge you for these unless the time dealing with them is significant (I'll let you know if this is becoming the case). I need your feedback to be able to do my job properly with you. I encourage regular feedback and questions by email. Rest assured I will read everything and respond as best I can, bearing in mind other work and family demands.

SUPPLEMENTS, NUTRACEUTICALS AND FURTHER TESTING

Further follow up appointments and whether you purchase any products or testing that I recommend is ultimately your choice. You are coming to me for my expert advice and guidance. You are under absolutely no obligation to purchase anything else, no matter the importance I may place on it.

If you purchase product off us, please bear in mind that we should have the best prices anywhere because of our low overheads. When you purchase from us we will bear this in mind when charging for our time. This helps us to look after you while keeping consulting fees fewer and lower than would otherwise be possible.

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WHAT ARE "PRACTITIONER ONLY" PRODUCTS (POPS)?

POPs are products that can only be prescribed by practitioners of "Functional Nutrition" such as naturopaths, nutritionists, herbalists and sports scientists. The reason they are restricted to these professions is because they are products which contain ingredients in higher amounts and/or in more bio-available forms than "off the shelf" variations, such as found in the supermarket or health store. Often they contain substances that are controlled under the Medicines Act.

POPs are formulated to be effective for managing the ailment for which you are seeking assistance. POPs have passed through stringent quality assurance checks to ensure purity and cost effectiveness.

As a functional nutritionist I am required to conduct a thorough consultation prior to prescribing POPs. This is an essential requirement when dealing with people with complex medical issues that are usually deeply embedded. Consulting with me ensures that you are taking the most appropriate product, or combination of substances, for your condition. My expertise as a functional nutrition practitioner will ensure you are less likely to suffer allergic reactions, that the product will not exacerbate any other existing conditions and that the ingredients won't interact with any medications you take. If appropriate, I will liaise with your doctor – with your permission – of course!

As your functional nutrition practitioner I ensure that you do not take too much of any nutrient(s), which can happen quite easily if you are taking more than one product, or self-medicating with purchases made over the counter or online. These issues are complex and this is why POPs are strictly restricted for sale and why I have invested so much time and money into my formal education.

THE INTERCLINICAL LABORATORIES HAIR TISSUE MINERAL ANALYSIS (HTMA)

I specialise in the use of the HTMA and have now completed thousands of them. Please do not confuse this test with invalidated methods with words such as "*Hair Follicle*" or "*Oligiscan*". I have lectured on the use of the InterClinical HTMA in the clinic and mentor a number of natural health practitioners in their use. This test is the most comprehensive, most scientifically validated and most informative HTMA at my disposal for unraveling the root causes of ill health and under performance.

The InterClinical HTMA takes out most of the guessing as to what vitamins, minerals and other nutrients to give you.

WHAT ARE THE ONGOING COSTS AND DURATION OF THE PROGRAMME?

These questions are impossible to answer with certainty. However; I can give you some ball-park indications for cost and duration.

THE FIRST 6-12 WEEKS

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Depending on what we agree is suitable for you, there may be an initial "*loading*" period, to kick start the therapy, or to get on top of an infection for instance. This may vary from one to several weeks, after which dosages will be reduced, as may be the number, or type of products you are taking.

On the other hand, we may decide it is best to *start very low and go slow*, gradually building up to therapeutic doses. Factors that may determine the approach we opt for are your health issues, energy levels, medications, medical advice, infections, known and suspected sensitivities and your financial circumstances – of course!

It ultimately comes down to what you can afford and we will be mindful of this when developing an effective intervention for you. My experience is that you need to be prepared to allocate about $200 per every 4-6 weeks, initially, for supplements and nutraceuticals. That's about $5-6 per day.

WHEN SUPPLEMENTS ARE MEALS

I may recommend delicious and nutritious high nutrient foods such as probiotic, berry and protein powders that may be specially fortified for athletes, vegans, mothers-to-be, or the infirm. These may be regarded as grocery items, since they really are super foods that fill the tummy and nourish the body.

When you come to think about it just about everything on my shelf is a food, the only difference being that these have been selected for their therapeutic properties, carefully prepared, refined and packaged (such as in a capsule) so that we can deliver the precise dose for individual requirements.

I give huge preference for naturally sourced ingredients and not synthetics and ones that are sourced in New Zealand, or else from where they are traditionally grown and prepared.

HOW LONG DOES A PROGRAMME TYPICALLY LAST?

There are no magic solutions, or "Big Hit" remedies for chronic health issues. Restoring good health is a gradual process that must go against the tide of ageing, stress and nutrient-poor foods. It's a job that is never complete, especially if you have already done a lot of damage, or continue to live life in the fast lane (who hasn't and who doesn't?).

Let's face it, we all eventually fall into a state of complete metabolic dysfunction, commonly called "death". Even the rich and the famous. My job is to delay this for as long as possible, all the while ensuring that you have a great time living every minute and every hour of your precious life – hopefully it will be a long one as well!

My recommendation is to be very consistent with the programme for at least 12 weeks and then relax and re-evaluate, with my input, then reset and settle in for the long-term at whatever level of intervention or maintenance that best suits your health needs and your budget.

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WHAT CAN YOU DO TO ENSURE YOU SUCCEED WITH THIS PROGRAMME?

Most of our patients succeed with making significant and lasting improvements to their health and performance, while a few fail.

Those who succeed are people who:

1. ***Invest in testing***, including the *InterClinical Laboratories Hair Tissue Mineral Analysis* and blood tests. Testing guides nutrition therapies and takes out most of the guessing that is the main reason why nutrition as a therapy usually fails, or delivers mediocre results. Actually, it is the repeat testing, especially the *Hair Tissue Mineral Analysis*, that is most valuable because it may accurately show your progress, or lack of - including helping to answer "why? - and ever more accurately guiding our decisions for ongoing therapy.

2. **Understand that good health cannot be delivered on the cheap.** They understand that good health is their most priceless asset. They place restoring their health before those nice to have house extensions or holiday (mind you, a relaxing holiday may be one of our health prescriptions!). You'd be amazed at the number of people who spend thousands a year on their vehicle running costs and maintenance, yet little to nothing on their health.

3. ***Understand that restoring oneself to good health is not an overnight thing*** and there are no quick fixes such as a magic pill, potion or injection.

4. ***Ignore the nay-sayers and the ill-informed*** who use expressions like: *"Vitamins are expensive urine"* and in other ways mock your efforts to be proactive with your health. They understand and ignore the anti-vitamin propaganda that periodically sweeps through the media, as misinformation propagated by powerful competing interests that would like to see all forms of *"natural health"* disappear and be gone forever. Rest assured that you will have the last laugh.

5. ***Know that good health is a gradual process of wise and patient investment***, similar to investing in the share market. A wise person invests in a wide range of stocks, he/she understands that there will be numerous fluctuations in the market; yet they know not to panic – their steady and comprehensive investment will yield pleasing dividends over the long term.

6. ***Apply the 80:20 rule to their health and fitness***. They understand that there will be times when their diet and training will have gone out the back door, such as a period of stress at work, an illness or injury, holidays and travel. By the way, a good fitness programme has peaks and troughs, including periods of complete rest. An effective nutrition programme should include the same idea of peaks and troughs in compliance. It's called *"Periodisation".* Human beings

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are not predictable lab rats; they are complex and highly unpredictable creatures. So, if a person falls off the wagon here and there, who cares? The main thing is to accept that such falls, or lapses, are inevitable – they are part and parcel with being human. Like Rocky Balboa, they come out for the next round bloodied, not beaten and all the wiser. So long as they stick to the programme about 80% of the time and learn from their successes and failures, they will succeed over the long run to enjoy a long, healthy, enjoyable and highly productive life.

7. ***They intervene early***. I was commenting to my partner just the other day about why many have the impression that natural therapies do not work. I said to her, *"If only they had come to see us at the first hint of breathlessness and not years later after all else has failed and they are now on Death's door!"*

Yours in good health

Gary Moller and Alofa Kosena

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