



Dr WellnessTM

Guiding you to optimal health and wellbeing

WELCOME GUIDE

SERVICES & PRICING

AN OVERVIEW OF WHO WE ARE, WHAT OUR PATIENTS HAVE
TO SAY ABOUT US, OUR SERVICES AND PRICING

Welcome

Thank you for your interest in Functional (Wellness) Medicine, Functional Health Testing, and Heart Math. As a boutique family team who take your health personally, we are excited to be on this journey to optimal wellness with you. Our promise to you is that: Dr Tracy will utilise the best investigations and treatments that conventional medicine offers, as well as offering the most advanced personalised Functional (Integrative) Medicine. This will help Dr Tracy guide you on your Wellness Journey™ back to optimal health. For those currently in good health the Wellness Journey™ is designed to further optimise your health, and to keep you there, in order to thrive and prevent chronic disease.

ABOUT

At the Dr Wellness clinic patient-centered care is a key element of my therapeutic partnership with you. The relationship that forms between you and I empowers you to take ownership of your own healing and gives you the tools to put you back in charge of your health. This is by utilizing Integrative (Functional) Medicine, which is the future of medicine. An analogy that helps to explain Functional (Integrative) Medicine is to think of your symptom as being like a warning light on your car dashboard. Conventional medicine treats that 'warning light' by giving you a medication which is like taking out the light and pretending it does not exist. Integrative medicine gets under the 'car bonnet' to find out why that warning light is on AND looks at the whole engine at the same time, which is why it is also known as root cause medicine. Functional medicine blends the best of conventional, complementary medicine, and Biochemistry, and being a fully registered GP with the Royal New Zealand College of GP's I utilize conventional medical management where appropriate.



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01 | PLATINUM PROGRAM

The Platinum Program is suited to people with chronic symptoms or health conditions, or those seeking an even more personalised health and performance optimisation program.

02 | 12 MONTH OPTIMAL WELLNESS PROGRAM

The 12-month optimal wellness program is one of the the key programs to help untangle the root causes of your ill-health, with coaching on tools to optimize your health. This membership is for a minimum of 12 months, but ideally occurs for 2 years.

03 | 6 MONTH DISCOVERY WELLNESS PROGRAM

The 6-month membership is an introductory program to help guide you with your health, with coaching on how to improve your health. This membership is for a minimum of 6 months but ideally occurs for 9-12 months.

04 | MINI WELLNESS PROGRAM

This is a shortened version of our bespoke Wellness Programs and is designed to give you introductory tools on improving your health over 3 Months.

05 | CASUAL PROGRAM

This program is for those that don't wish to commit to a bespoke Wellness Program.

06 | HEARTMATH

This technique empowers you to self-regulate your fight or flight nervous system to reduce stress, increase resilience, and unlock your natural skills. This enables you to break through to greater levels of personal balance, creativity, insight, and health.

The Platinum, 12 and 6 month membership programs are created as chronic disease and chronic symptoms are complex to untangle and take a series of visits. They provide the time to both investigate the underlying cause of your symptoms and fine tune your personalised wellness program.



01 | BECOMING A PATIENT

Please read the information in this welcome guide and select which program you would like.

02 | WHICH PROGRAM IS RIGHT FOR YOU?

75% of our patients are on the 12-month membership programme. If you are unsure after reading this welcome guide we can guide you through the process at your initial wellness appointment and help you choose which one is right for you.

03 | YOUR HEALTH HISTORY

To become a patient at the Dr Wellness clinic we require your full health history to be completed in our comprehensive online patient intake questionnaires. This gives us a starting point to untangle the underlying causes of your symptoms.

04 | STARTING YOUR WELLNESS JOURNEY

Once you have read the welcome guide and chosen the program that is right for you, we can book your appointment. With an average waiting time of 3 months this will give you time to complete your patient intake questionnaires. Appointments can take place from our Timaru or Queenstown Clinic's or via Zoom.*

05 | PAYMENT OPTIONS

- Eftpos
- Credit Card
- Laybuy
- Farmers Card
- Farmlands Card
- Direct bank transfer
- Q-Card

*As a large proportion of the diagnosis is from reviewing your history, we are able to consult with patient's all over the world. Any necessary examinations can usually be undertaken with photographs.



THE DETAILS

The Platinum Wellness Journey Program is suited to people with chronic health conditions, or those seeking an even more individualized optimal health and performance. If you are interested in the VIP Wellness Journey Program, it begins with a 15-minute consultation to assess whether the VIP Wellness Journey Program is suitable for you.

HOW IT WORKS

Step 01

The initial consult (around 15 minutes) is to gauge whether the platinum programme is right for you after Dr Tracy reviews your patient intake questionnaires.

Step 02

The 2nd consult (around 90mins) is a fact-finding mission that is designed to fill in the missing pieces of the puzzle that are left after Dr Tracy reviews your patient intake questionnaires.

Step 03

The 3rd consult (around 60 minutes) involves Dr Tracy reviewing your test results with you, summarising her diagnoses, reviewing the treatment plan and explanation of the Wellness Journey Program.

Step 04

The 4th consult (around 45 minutes) is to review your progress and to further fine tune your Wellness Journey program.

Step 05

Subsequent consults of 30 minutes each month with Dr Tracy to continue to further refine your Wellness Journey program.

INCLUDES

Every element of the 12 month membership PLUS:

- All your appointments are exclusively with Dr Tracy
- Complementary email consults with Dr Tracy Chandler (3 per month).
- 5 hours of dedicated research, planning and analysis of your patient intake forms.
- Unlimited admin support from the Dr Wellness admin team
- Inclusion of all functional (overseas tests).
- Interpretation time of your Functional Testing results
- 12 x HeartMath sessions with Certified HeartMath Practitioner tailored to your needs
- Printed ring bound program

*Please note all additional email consults with Dr Tracy and reviews of old medical records will be charged at a rate of \$550 per hour. (minimum 5 minutes)

INVESTMENT IS

\$660 weekly*

*Products and any additional testing at an additional cost set by the companies.



THE DETAILS

The 12-month optimal wellness program is one of our key programs to help guide you with your health and untangle the causes of ill-health, with coaching on using tools to optimise your health. This membership is for a minimum of 12 months, but ideally occurs for 2 years. If you think of your health as being like a puzzle, the first few months provides about 65% of the pieces of your health puzzle. More pieces can be gained by completing the rest of the program and also by utilising functional testing.

HOW IT WORKS

Step 01

The initial consult (around 1 hour) is a fact-finding mission that is designed to fill in the missing pieces of the puzzle that are left after Dr Tracy reviews your patient intake questionnaires.

Step 02

The 2nd consult (around 45 minutes) involves Dr Tracy reviewing your test results with you, summarising her diagnoses, reviewing the treatment plan and explanation of the Wellness Journey Program.

Step 03

The 3rd consult (30 minutes) is to review your progress and to further fine tune your Wellness Journey program.

Step 04

Subsequent consults of 30 minutes each month with Dr Tracy to continue to further refine your Wellness Journey program.

INCLUDES

- 1 x Initial 1 hour consultation.
- 1 x Follow up 45 min consultation (a month later) with Dr Tracy.
- 10 x 30 min subsequent consultations (1 per month) with Dr Tracy.
- Complementary email consults with Dr Tracy (1 per month).
- 3 hours of dedicated research, planning and analysis of your patient intake forms.
- Reviewing of historical notes
- Full Access to Testing options based on your needs*.
- Personalised supplement prescription with complete access to practitioner-only products*.
- Personalised e-program containing your Wellness Journey recommendations, suggestions and dietary and lifestyle recommendations.
- Full access to exclusive Dr Wellness protocols as needed.
- Dr Tracy's interpretation of one functional lab test*
- 8 x HeartMath sessions with Certified HeartMath Practitioner tailored to your needs

*Please note all additional email consults with Dr Tracy and reviews of old medical records will be charged at a rate of \$550 per hour. (minimum 5 minutes).

INVESTMENT IS

\$162 weekly*

*Products and testing at an additional cost set by the companies.



THE DETAILS

The 6-month discovery wellness program is an introductory program to help guide you with your health, with coaching on using tools to improve your health. This membership is for a minimum of 6 months but ideally occurs for 9 - 12 months. If you think of your health as being like a puzzle, the first few months provides about 65% of the pieces of your health puzzle. More pieces can be gained by completing the rest of the program and also by utilising functional testing.

HOW IT WORKS

Step 01

The initial consult (around 1 hour)* is a fact-finding mission designed to fill in the missing pieces of the puzzle that are left after Dr Tracy reviews your patient intake questionnaires.

Step 02

The 2nd consult (around 45 minutes)* involves Dr Tracy reviewing your test results with you, summarising her diagnoses, reviewing the treatment plan and explaining your Wellness Journey Program.

Step 03

The 3rd consult (30 minutes) * is to review your progress and to further fine tune your Wellness Journey program.

Step 04

Each subsequent appointment starting 4 weeks later is monthly alternating with Dr Tracy Chandler and our lifestyle coach.

INCLUDES

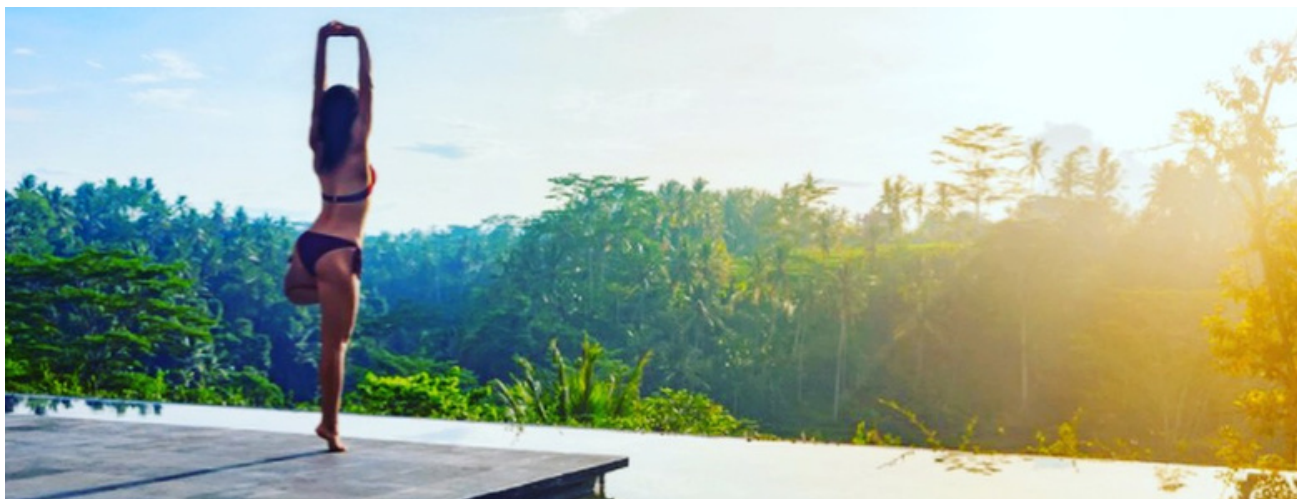
- 1 x Initial 1 hour consultation .
- 1 x Follow up 45 min consultation (a month later) with Dr Tracy.
- 4 x 30 minute follow up consultations monthly alternating with Dr Tracy and your lifestyle coach.
- 1 hour of dedicated research, planning, and analysis of your patient intake forms.
- Personalised diet, lifestyle and nutrition e-program.
- Personalised supplement prescription with complete access to practitioner-only products*.
- Full Access to comprehensive blood tests based on your needs*
- Access to exclusive Dr Wellness protocols as needed.

*Please note all additional email consults with Dr Tracy and reviews of old medical records will be charged at a rate of \$550 per hour. (minimum 5 minutes).

INVESTMENT IS

\$126 weekly*

*Products and testing at an additional cost.



THE DETAILS

The 3-month discovery wellness program is an introductory program to help guide you with your health, with coaching on using tools to improve your health. This membership is for a minimum of 3 months but ideally occurs for 9 - 12 months. If you think of your health as being like a puzzle, the first few months provides about 65% of the pieces of your health puzzle. More pieces can be gained by completing the rest of the program and also by utilising functional testing.

HOW IT WORKS

Step 01

The initial consult (around 1 hour) is a fact-finding mission designed to fill in the missing pieces of the puzzle that are left after Dr Tracy reviews your patient intake questionnaires.

Step 02

The 2nd consult (around 45 minutes) involves Dr Tracy reviewing your test results with you, summarising her diagnoses, reviewing the treatment plan and explaining your Wellness Journey Program.

Step 03

The 3rd consult (30 minutes) is to review your progress and to further fine tune your Wellness Journey program.

INCLUDES

- 1 x Initial 1 hour consultation.
- 1 x Follow up 45 min consultation (a month later) with Dr Tracy.
- 1 x 30 minute follow up consultation (a month later).
- 1 hour of dedicated research, planning, and analysis of your patient intake forms.
- Personalised diet, lifestyle and nutrition e-program.
- Personalised supplement prescription with complete access to practitioner-only products*
- Full Access to comprehensive blood tests based on your needs*
- Access to exclusive Dr Wellness protocols as needed.

*Please note all additional email consults with Dr Tracy and reviews of old medical records will be charged at a rate of \$550 per hour. (minimum 5 minutes).

COST

\$161 per week (3 months)

*Products and testing at an additional cost set by the companies.



THE DETAILS

The casual wellness program is for those patients not wishing to commit to a Comprehensive Wellness Program. Appointments are made as needed. The length of the initial appointment is decided by you, however you will be guided by Dr Tracy as to how long subsequent appointments should be. This will be determined by the complexity of your medical problems, and safety requirements, in order to optimise your health.

COST

\$550 per hour

*Please note all email consults with Dr Tracy and reviews of old medical records will be charged at a rate of \$550 per hour. (minimum 5 minutes).



THE DETAILS

Stressors of any form (physical, emotional, chemical, and/or food intolerance) can be a contributing factor to many diseases, so therefore we have other techniques such as Heart Math to help you back to optimal health.

HeartMath techniques empower you to self-regulate your fight or flight nervous system to reduce stress, increase resilience, and unlock your natural skills. This enables you to break through to greater levels of personal balance, creativity, insight, and health. Our aim is to help you develop a new pattern of less sympathetic (fight or flight) nervous system activity and increased parasympathetic (rest and repair) nervous system activity.

HOW IT WORKS

Step 01

The initial discovery call (15 minutes) is a complimentary call that is designed to see if HeartMath is right for you.

Step 02

We take our time listening to your story and help you identify thought patterns that may contribute to your emotional state. We use a biofeedback device to measure your heart rate variability (HRV) in real time. This enables us to quickly see results of the HeartMath techniques. We will educate you on the techniques and benefits so that you can take back control of your life.

Step 03

To review and measure your progress with HRV. To introduce you to more proven techniques.

INCLUDES

We use scientific techniques that are based on 26 years of research. There have been over 300 peer-reviewed independent studies conducted that show the many benefits of HeartMath techniques on the Autonomic nervous system (ANS), which controls our reaction to stress.

HeartMath is proven to

- Reduce cortisol (a stress hormone) by 23%
- Increase DHEA (a protective hormone) by 100%
- Increase IgA (a protective immune marker) by 40%
- Help you reduce stress and anxiety by increasing your inner balance and self-security

COST

\$110 - \$149 per session*

*We recommend between 4 - 8 sessions to get the best results.

PROGRAM'S	CASUAL PROGRAM	MINI PROGRAM	6 MONTH PROGRAM	12 MONTH PROGRAM	PLATINUM PROGRAM
PERSONALISED DIET, LIFESTYLE AND NUTRITION E-PROGRAM		✓	✓	✓	✓
PERSONALISED SUPPLEMENT PRESCRIPTION WITH COMPLETE ACCESS TO PRACTITIONER-ONLY PRODUCTS*	✓	✓	✓	✓	✓
FULL ACCESS TO COMPREHENSIVE BLOOD TESTS BASED ON YOUR NEEDS*	✓		✓	✓	✓
ACCESS TO EXCLUSIVE DR WELLNESS PROTOCOLS AS NEEDED			✓	✓	✓
DEDICATED RESEARCH, PLANNING, AND ANALYSIS OF YOUR PATIENT INTAKE FORMS			✓ 1 HOUR	✓ 3 HOURS	✓ 5 HOURS
ALL CONSULTATIONS WITH DR TRACY				✓	✓
REVIEWING OF HISTORICAL NOTES				✓	✓
COMPLIMENTARY EMAIL CONSULT WITH DR TRACY PER MONTH				✓ 1 EMAIL / MONTH	✓ 3 EMAILS / MONTH
HEARTMATH SESSIONS				✓ 8 SESSIONS	✓ 12 SESSIONS
DR TRACY'S INTERPRETATION OF FUNCTIONAL LAB TESTING*				✓ 1 TEST*	✓ 6 TESTS*
2 FOLLOW UP CONSULTS WITH OUR LIFESTYLE COACH					✓
PRINTED RING BOUND PROGRAM					✓
UNLIMITED DR WELLNESS ADMIN SUPPORT					✓

MEET THE TEAM!

DR TRACY CHANDLER

MEDICAL DIRECTOR/GP



BSc(HONS); MBChB; FRNZCGP; FNZSCM, PGDipSEM, Cert Dermoscopy, Cert Homeopathy, FACNEM, ACNEM, Fellowship Examiner, AIMA Member

Tracy was born in Canada and grew up and trained in England. She is married to her soulmate Grant and they have seven children. Tracy completed a Biochemistry degree and then her primary medical training in England. This gave her a more in-depth knowledge of the human body than most Doctors are required to know. She then worked as a GP before doing further post-graduate training in Sports and Functional (Wellness) Medicine and Nutrition. Her decision to specialise in Functional Medicine partly evolved through her increasing awareness of the impact of nutrition and environment on her own personal and her patients health and well-being. Whilst working and raising her family she became unwell and experienced the frustration of conventional medicine not being able to provide a solution for her healing. It was then she discovered the power of Integrative (Functional) Medicine. This combines the best of conventional and complementary medicine and biochemistry to treat the root cause of poor health. With her own health experience and being a (recovering) 'perfectionist' Tracy takes your health very personally!



GRANT ANDREW

HEARTMATH PRACTITIONER

DipPsych; Certified Heartmath Practitioner.

Grant is married to Dr Tracy Chandler and is a family man who loves the outdoors flying planes and teaching Tae Kwon Doe in which he gained master status. He loves cooking, DIY projects, and spending time with our 7 children. Grant is a certified HeartMath Practitioner and has nea completed his diploma in Psychology. He is very interested in behaviour, anxiety, and depression and loves working with children.



HANNAH PAUL

CLINICAL ASSISTANT/ADMINISTRATOR

BSpEx

Hannah has just recently moved home from living in Wellington for three year as she has just finished a bachelor degree in sport and exercise from Massey University. She has always had a passion for health and fitness and she believes that wellness is the key to living a fulfilled life. Based here in Timaru in her spare time she take advantage of the location and loves to get out on the lake in the summer and hit the slopes in the winter. Spending time with her family and friends is also a top priority as well as keeping fit by working out at the gym and being apart of sports teams. She is grateful to Tracey and the team at Dr Wellness on giving her the opportunity to expand her health and wellness knowledge on a greater level.

TESTIMONIALS

Due to medical council regulations, we are unable to provide testimonials about Dr Tracy Chandler, the clinic, or our program.

Let's work together!

HOW TO BECOME A PATIENT

STEP 1 - Please read the information in this welcome guide and select which program you would like.

STEP 2 - Complete your patient intake questionnaires at least 2 days prior to your appointment. These are partly completed by filling in pdf email attachments and partly on our online program called Living Matrix (you can either complete these 4 sections in stages or all at once. The forms are the same for Adults & Children).

STEP 3 - Book your appointment via our online booking system. Please let the Dr Wellness Team know if you wish for this to be via Zoom.



DR WELLNESS IS A PRIVATE CLINIC AND WE RECEIVE NO GOVERNMENT FUNDING. THIS IS SO THAT WE CAN PROVIDE THE BEST FUNCTIONAL (INTEGRATIVE) MEDICINE CARE WITHOUT GOVERNMENT CONSTRAINTS ON HOW WE INVESTIGATE AND TREAT YOU AND ALSO WITHOUT BIAS. THIS MEANS WE HAVE TO CHARGE FOR ALL OUR SERVICES INCLUDING EMAIL CONSULTATIONS. THANK YOU FOR YOUR UNDERSTANDING.



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