

Acute Care Training for Practitioners



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Acute Care Training for Practitioners

Carla Whenn.

Integrative Naturopathic Practitioner

Session 2



GET IN TOUCH

carla@peninsulaherbaldispensary.com.au

carlawrenn.com

[@carlawrenn](#)

[@peninsulaherbaldispensary](#)

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Did you take action?

- What are your patients doing between appointments?
- How can you offer them a better solution?
- How could acute care fit in your business?
- Or do you need to communicate an alternative option to your patients?

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Learn With Me Overview

Acute Care Training for Practitioners

- **Cover the Basics**
- **Talk Business**
- **Deep Dive on the 'How To'**
- **Be Inspired**
- **Get Your Questions Answered**

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Session 2 Overview

The 'How To'

- Discuss A Back-to-Basics Dispensary
- Develop your 8 - 12 core acute care dispensary
- Discover Carla's go to favourites
- Learn about our favourite Peninsula Herbal Dispensary acute care formulas & some 'trade secrets' for success

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Session 2 Overview

Be Inspired

- Reflect on why offering acute care is great for our industry
- Reinvigorate your love for the 'old school' simple home remedies & your place as a healer in your community

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Session 2 Overview

Get Your Questions Answered

Access your BONUS \$95 reduced rate practitioner 1:1 mentoring with ME to support your business acute care development

carlawrenn.com



Home Work with Carla Meet Carla Learn With Me: Acute Care Prac Education Shop Long COVID Support More

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WORK WITH CARLA

NATUROPATHIC STUDENT & PRACTITIONER MENTORING, INTERNSHIP & EDUCATION

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Session 1 Recap

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It's all about Triage



triage | 'trɪɑːʒ

- the assignment of degrees of urgency to wounds or illnesses to decide the order of treatment of a large number of patients.
- a process to decide the order of treatment of patients.
- the procedure of quickly examining sick or injured people and assigning levels of priority and treatment to most effectively help them.

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What type of health worker are you ?

Are you a floor mopper ? or a tap turner off ?



Source: Community Health Cell

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It's all about the onion

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Peninsula Herbal
DISPENSARY
Est. 2004
Naturopathic Clinic







Peninsula Herbal Dispensary Acute Care Signature System

1. One herb
2. One nutrient
3. A piece of Lifestyle advice

If you're a Nutritionist think of 2 nutrients instead
If you're a Herbalist think of 2 herbs instead

Then you have the basics of an acute care consult!"



Acute Care Consult Step 1 – Details

“How can I help you today?”

“Ok let’s have a chat for a couple of minutes and see if I can come up with something helpful for you.”

- What is it?
- How long have you had it?
- Is it constant or does it come and go?
- Have you taken anything for it?
- Has anything made it better or worse?
- How is your overall health?
- Are you on any medication or supplements?
- Do you have any allergies?
- Is there anything else I should know?



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Acute Care Consult Step 2 – Listen

Really Listen, use your active listening skills.

So often really being heard is new for patients.

Repeat a summary of their answers to confirm the information.





Acute Care Consult Step 3 – Inspire Hope

Inspire patients with your knowledge, understanding and suggestions for resolving their issues.

Give them Hope they will feel better soon – always be realistic!





Acute Care Consult Step 4 – Prescribe & Educate

Prescribe by talking through your product/s recommendation, what you expect to see happen and how long they will need to continue this product/s.

Confidence and Simplicity is key here!

Educate the patient on a simple Lifestyle suggestion like dietary, sleep, stress reduction, exercise recommendation. This advice is simple & FREE!



TIP – Write Details down for the patient - I find a note on the PHD notebook or my business card works well so they know how to contact me & refer others to me.



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Acute Care Consult Step 5 – Record

Record Everything!

We have a Dispensary Acute Care Consult template in our software that requires:

- Full Name, DOB, Phone number (Email & Address)
- Practitioner who conducted the Acute Consult
- Presenting Concern
- Patient Health History
- Current or Recent Medication
- Allergies
- Your Prescription
- Approved Repeats
- Lifestyle Recommendation



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Rules & Red Flags

A woman wearing a white lace top is holding a large bouquet of chamomile flowers. The background shows shelves filled with jars of dried herbs and other botanical products in a shop setting.

Clinical Pearls

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Role Play With Me

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Acute Care Business Basics

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The WELL Store

WELL
BOX

~ by ~
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Niche Wellbeing Product Range

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Acute Care A Marketing Dream

All About YOU



Quinn Whelan
Integrative Nutrition Practitioner

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“Tincture sales are incredibly important to the Peninsula Herbal Dispensary, as they allow Carla & her team to show their expertise by delivering a unique prescribed product that can’t be replicated in pharmacies or health food stores.

The ‘theatre’ associated with the measuring & mixing of the Tincture also provides a feeling of individualised care in the in-store environment which consumers are craving...

You just can’t buy that experience online.

This helps build customer loyalty & delivers on the premium positioning of the PHD brand.”



Katrina Sartitsis – PHD
Marketing Consultant &
former Endota & Libra/Tena
Marketing Manager

Acute Care – Bespoke Care

The same theory as discussed by Katrina applies completely for Nutritional Compounding

PLUS

Handwrite a bespoke note for the patient on something with your business contact details on – so they know how to contact you with any questions and how to refer others to you.

- Product Names – Dosage
- Lifestyle Tip
- Where to next...



The Most Basic Dispensary

Practitioner Brilliance

All credit for this concept goes to Daniel Baden, Garth Harris & BioMedica
'The Clinic 8 Concept'

Ask yourself 'How much do I need?'

How much did we traditionally have as healers?

What are my most prescribed items?

What do my community/niche need most?

Introducing... Clinic 8



Basic
Dispensary
Explained

Dear Friends and Colleagues,

We have been holistic practitioners for a combined 60 years. Whilst Garth has seen many more patients face to face in clinic, Daniel has spent half of his career talking through patient cases with practitioners. We have had experience with literally tens of thousands of patient cases.

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Basic Dispensary Explained

We know that Natural Medicine works; and works well.

Whilst there is always something new to consider; we cannot emphasise enough the value of consistency. Our experience has demonstrated many times over, that so many health issues have common underlying aetiology and pathology. We noted the consistencies in our recommendations for many patients.

It raised a question, which products would be our absolute “practice essentials”?

In an impromptu conversation late last year, we amazingly and independently came up with the exact same list: **The Clinic 8**



We both knew that with very few exceptions, every person that walked through the clinic door could be treated with a combination of the selected 8 core products. We have created a number of educational resources for Clinic 8 designed to demonstrate this, and to assist practitioners' understanding in how to use Clinic 8 across a broad range of clinical indications.

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Basic Dispensary Explained



NOT SPONSORED – JUST A COOL THOUGHT PROVOKING IDEA I WANTED TO SHOW YOU

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The Clinic 8 Concept...

You could do this with your preferred brand... I do love BioMedica though (not suitable for acute care OTC)

1. **BioTress** – A comprehensive vegan multivitamin & multimineral complex with multi-form B-vitamins
2. **BicoZn** – A multiform zinc supplement with P5P and pyridoxine hydrochloride
3. **C-Max** – A comprehensive, pleasant tasting vitamin C supplement
4. **BioActivated Magnesium** – Multiple bio-available magnesium forms
5. **Omega Ease** – High quality & sustainably sourced fish oil
6. **EnteroCare** – A unique formulation combining prebiotics, probiotics, glutamine & slippery elm
7. **BioFlam** – Provides temporary relief for the symptoms of arthritis & may reduce inflammation
8. **Oxyguard** – A comprehensive formula containing synergistic antioxidants



Acute Care Brands

What brands should I use is a tricky question!

What is most suitable for your set up with regards to Practitioner Only Products may vary to what suits our set up.

Please speak to your preferred company and local sales representative to discuss your set up and product options.

We don't use:

- Othroplex White
- BioMedica
- Metagenics?

We don't use:

- St John's Wort
- St Mary's Thistle?
- Kava
- Withania?
- SAMe (etc)

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YOUR Clinic 8-10 Concept...

Can you create this list with your preferred brand?
Or for your niche needs?

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.
- 12.

+ Compounding Option



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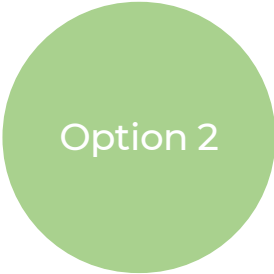


YOUR Clinic 8-10 Concept...

Can you create this list with your preferred brand?
Or for your niche needs?

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- 10.
- 11.
- 12.

+ Compounding Option



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YOUR Clinic 8-10 Concept...

Can you create this list with your preferred brand?
Or for your niche needs?

- 1.
- 2.
- 3.
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- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.
- 12.

+ Compounding Option

Option 3

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You have insomnia

Carla Whenn M.D.



Your best friend asks you about her period pain

Carla Whann M.D.



Your work colleague calls you,
she has Bali belly



OUT OF
ORDER

Carla Wrenn M.D.



Your Dad has just started getting heart burn

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The Personalised Prescription

A Golden Opportunity

There are so many reasons to personalise a prescription.

- This can be done by Nutritionists with Compounded Nutraceuticals
- This can be done by Herbalists with Herbal Tonics, Teas and Creams
- This can be done by Naturopaths with Herbal Tonics, Teas, Flower Essences, Creams and Compounded Nutraceuticals

When combined with your 'Clinic 8' – this is a powerful Dispensary solution....

The Personalised Prescription

A Golden Opportunity

At least 5 great reasons to personalise prescriptions

1. Truly personalised
2. Multiple actions in one product
3. Patient retention
4. Lower cost
5. Higher profit

My PHD
Favorites
to come

The Personalised Prescription

A Golden Opportunity

Not just herbal tonics & compounds:

- Herbal throat spray
- Topical creams/ointments
- Pessary
- Herbal Teas
- Soaks & Sitz Baths
- Herbal teas
- Roller balls...

Traditional
Medicine
Lessons to
come

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My GO TO Products #notsponsored

This changes all the time, but right now I love...

In no particular order:

- BioClinic Naturals Leaky Brain
- Give Back Health RejuveGen
- RN Labs InflamaSoothe Trio
- BioMedica MagDuo Adapt
- Activated Probiotics Biome Dental & Breathe
- Designs for Health ProBioCalm
- BioMedica Immune Restore
- MediHerb Poly C
- RN Labs Medi Metabolic
- SPMs (any brand)
- Orthoplex SaffroMind
- Metagenics Cell Protect or MediHerb Vitanox
- RN Labs DL-Phenylalanine
- BioClinic Naturals AdrenaSense
- Give Back Health MagRelax/Mag Regulate
- ALL the MUSHROOMS esp MediHerb's Lion's Mane Tincture

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My TOP 8 Dispensary Tips

Lessons from Peninsula Herbal Dispensary

1. Set a limit – more is NOT better (300 limit!!! – you don't need this)
2. Buy from less companies – they reward you in BIG and little ways
3. Get to know the Sales Reps – they are like part of your business team
4. ONLY control the stock yourself (Pracs are like kids in a candy store = 300 items)
5. Make supplements easy for the patient to purchase
6. Have add on options, for bonus sales
7. Respect POP
8. Advance our industry

20 years of Peninsula Herbal Dispensary



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Integrative Naturopathic Practitioner

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Signature Recipes we LOVE

Created by many Naturopaths
starting way back in 2004,
maybe even earlier....



Trade Secrets & Learnings from the PHD Team

Disclaimer – This is what works for us and is based on our learned experience. Please use your own professional judgement before utilising any of the following advice.



PHD Recipes

Nutritional Formulas

Examples of Nutraceutical Compounds we use frequently or a little unique

| Neuro Support Compound | Stress & Anxiety Compound | Immune Boost |
|---|---|---|
| RN Labs 5HTP RN Labs DL-Phenylalanine RN Labs Tyrosine Orthoplex BVital Take 2 scoops daily mixed well into a small amount of water and taken with food | Give Back Health MagRelax RN Labs GABA | Metagenics Super Mushroom Complex Metagenics Meta Zinc & C MediHerb NAC |

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PHD Recipes

NEW Nutritional Formulas

Examples of Nutraceutical Compounds we use frequently or a little unique

| Energy Compound | Sleep Compound | NeuroInflam Compound |
|---|---|--|
| RN Labs Acety L-Carnitine Metagenics C Ultrascorb II RN Labs DL-Phenylalanine RN Labs Tyrosine Orthoplex Inositol | Give Back Health Sleepatonin RN Labs GABA RN Labs Glycine | MediHerb PolyPhenol Circ Support BioMedica PEA MediHerb NAC RN Labs Acety L-Carnitine |

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PHD Recipes

NEW Nutritional Formulas

Examples of Nutraceutical Compounds we use frequently or a little unique

| Hormone Support Compound | Hair & Skin Compound | Cardiovascular (Lipid & Glucose) Support |
|---|---|---|
| RN Labs Cal-D-Glucarate RN Labs DIM Orthoplex Inositol Pea Protein Base B Vital | Metagenics Mineral Essentials RN Labs L-Lysine MediHerb NAC +/- Collagen | Metagenics Cardiox Metagenics Lipoplex MediHerb NAC Orthoplex Inositol |

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PHD Recipes

NEW Nutritional Formulas

Examples of Nutraceutical Compounds we use frequently or a little unique

| Digestive Support Compound | Kids Calm Compound | Kids Nutritional Boost Compound |
|---|--|--|
| Metagenics Gut Care for Kids or G-Tox Metagenics GI Regulate MediHerb NAC | Nutra Organics Captain Calm Give Back Health MagRelax Tub RN Labs GABA | Nutra Organics Brekkie Hero OR MediHerb Whole Food Multi Orthoplex Children's Essentials |

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PHD Recipes

Herbal Medicine Formulas

Examples of Herbals we use frequently or a little unique

| Children's Build Me-Up | Wet Cough – Child | Dry Cough - Child |
|---|---------------------------|---------------------------------|
| Fe Max 20 Pelargonium 20 Echinacea 20 Nettle 20 Codonopsis 20 2.5ml BD or (1.5x weight in kg + 10) | Elderflower Peppermint | Marshmallow Glyc Wild Cherry |

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PHD Recipes

Herbal Medicine Formulas

Examples of Herbals we use frequently or a little unique

| GastroAid | Headache Mix | Sleep Mix |
|--|--|--|
| Turmeric 25 Licorice 25 Globe Artichoke 25 Fennel 20 Chamomile 5 | Hawthorn 20 Cramp Bark 20 Feverfew 20 Corydalis 20 Kava 20 | Californian Poppy 30 Jamaican Dogwood 30 Skullcap 20 Passionflower 20 |

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Herbal Medicine Formulas

Examples of Herbals we use frequently or a little unique

| Cold Sore Topical Solution | Alopecia Topical Solution | Ear Drops |
|---|--|---|
| Cats Claw Calendula Licorice Melissa EO Lemon EO German Chamomile EO Tea Tree EO Lavender 1 drop TDS diluted with warm water on cotton ball (not internal) | EO Lavender Fenugreek Licorice Ginkgo Silica | Golden Seal 15 drops Myrrh 5 drops EO Eucalyptus 15 drops Licorice 5 drops EO Lavender 15 drops Olive Oil 30ml Use 3-4 times daily warmed or at room temperature |

PHD Recipes

Herbal Medicine Formulas

Examples of Herbs we use frequently or a little unique

| Impacted Ear Wax | Eye Bath Solution | Herbal 'Cortisone' Cream |
|--------------------------------|---|----------------------------|
| Mullein 50ml Olive Oil 50ml | Cup of boiled water Calendula 10 drops Golden Seal 10 drops Eyebright 10 drops ¼ tsp Himalayan Salt | St John's Wort Licorice |

PHD Recipes

NEW Herbal Medicine Formulas

Examples of Herbals we use frequently or a little unique

| All Round GIT Support | Viral Support | Post Viral Support |
|--|---|---|
| Iberis 20 Chamomile 15 Licorice 10 Lemon Balm 10 Greater Chelandine 15 Peppermint 5 Globe Artichoke 10 Fennel 10 Schisandra 10 20 drops TDS | Elderflower 10 Baical Skullcap 20 St John's Wort 10 Lemon Balm 10 Thuja 10 Lomatium 20 Cordyceps 10 Echinacea 10 | Mushroom Forte Lion's Mane Astragalus Siberian Ginseng Codonopsis Sarsaparilla |

PHD Recipes

NEW Herbal Medicine Formulas

Examples of Herbals we use frequently or a little unique

| 'Drivers' Support | Nutrative Tonic | Vitality Mix |
|---|---|---|
| Gotu Kola 10 Mushroom Forte 20 Astragalus 15 Zizyphus 15 Schisandra 15 Turmeric 15 Green Tea 15 | Nettle 10 Cinnamon 10 Bilberry 20 Horsetail 20 Dandelion Leaf 10 Dandelion Root 10 Oats Seed 20 | Mushroom Forte 20 Gynostemma 25 Codonopsis 25 Sarsparilla 25 Rosemary 5 |

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Homeopathic Formulas

Examples of Homeopathics we use frequently or a little unique

| Hot Flush Drops | Nausea Relief Drops | Teething Drops |
|---|---|---|
| Glonoinum 6c Cimicifuga 6c Lachesis 6c Sanguinaria 6c Arnica 6c 5 drops, 3-5 x daily | Cocculus 12c Ipecac 12c Sepia 6c Symph 12c Antimonium 6c Nat Phos 6x Nat Sulph 6x | Cham 6c Merc 6c Nux vom 6c Puls 6c Cal phos 12x Bel 6x Coff 6x 5 drops every 15 mins up to 4 times daily in mouth, drink or food |



Carla Whinn M.D.



- Acute Consults many benefits strengthen the communities opinion of CM.
- Acute Consults give people an extremely knowledgable, lower cost, fast acting & positive experience of CAM.
- Protect our Industry - Don't be tempted to break POP rules!
- Acute Consults provides a brilliant training ground for Student Practitioners and new Graduates – up to 30 cases a day, basically the first year of consulting in 1 day!!

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6 Month Mentoring



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Peninsula Herbal Dispensary is the #1 pro-healthCARE provider.

Offering safe, expert, complimentary medicine solutions.



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Traditional Medicine

Examples of 'old school' therapies you might like to try at home or teach patients to make

| Topical Infused Sleep Oil | Herbal Oxymel | Sinus Herbal Juice |
|--|---|--|
| 3 tsp chamomile flowers 3 tsp rosemary 3 tsp sage 3 tsp sage 3 tsp valerian 3 tsp hops 180ml Olive oil | 100gm Honey, local or Manuka Sprigs of fresh Thyme 1 Lemon 1 Onion | 30gm Star anise 15gm Fennel seeds 15gm Sage leaves 15gm thyme leaves ½ Lemon 500ml of water |

Traditional Medicine

Examples of 'old school' therapies you might like to try at home or teach patients to make

| Pain Away Infused Oil | Eczema Bath Soak Oil | After Sport Bath Soak |
|---|--|---|
| 20gm Chamomile 20gm Hyssop 20gm Lavender 20gm Comfrey 20gm Cramp Bark 20gm Rosemary 200gm Olive Oil | Oats milled Miller milled Calendula flowers Olive oil | Cloves Rosemary Cramp bark Magnesium Salts |

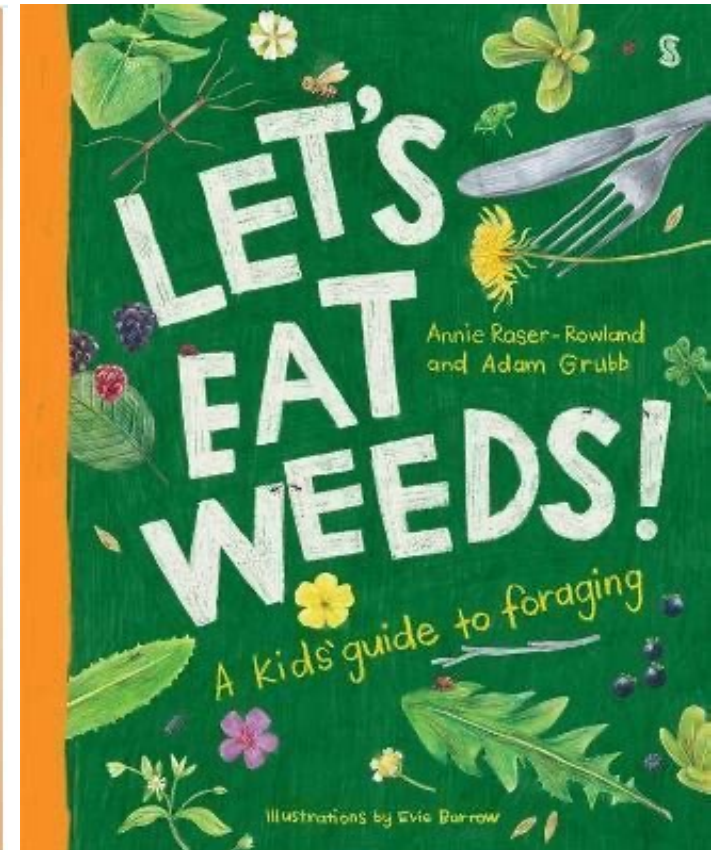
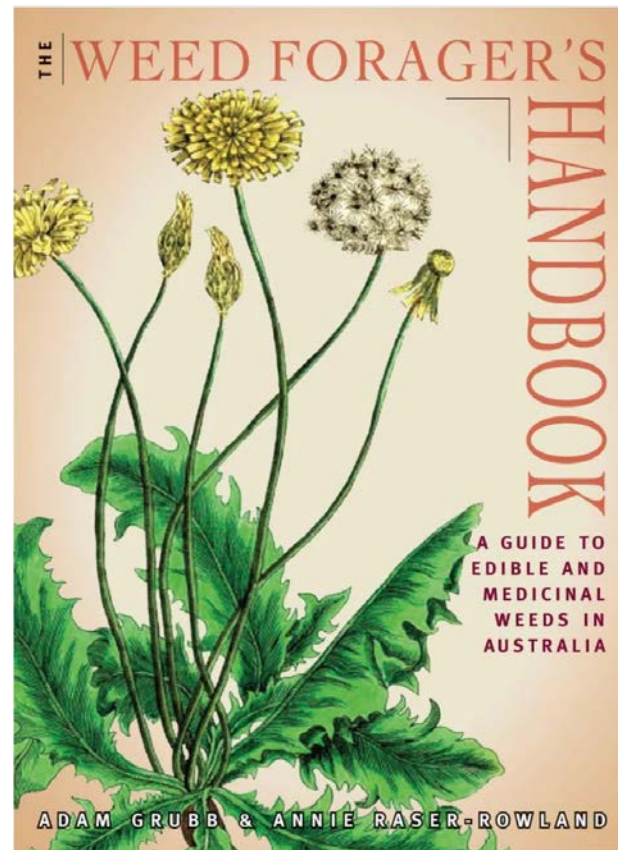
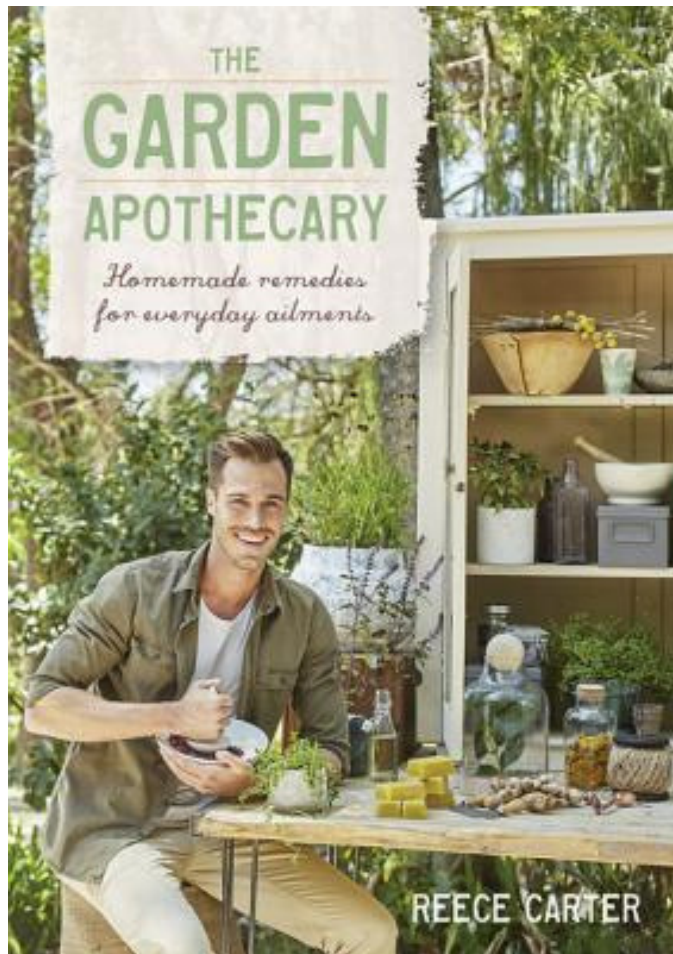
Traditional Medicine

Examples of 'old school' therapies you might like to try at home or teach patients to make

| Carers Tea | Brain Boost Peppermint Mist | Chest Rub Ointment |
|--|---|--|
| Motherwort Passionflower Rose Petals | Rose Petals soaked in 1 cup boiling water, strain 6 teaspoons vegetable glycerine 20 drops peppermint essential oil | ¼ cup olive oil ½ cup coconut oil ¼ cup grated beeswax 20 drops cedarwood essential oil 20 drops eucalyptus essential oil (peppermint not cedar in under 3yo) |

Recipe Resources

Traditional Medicine



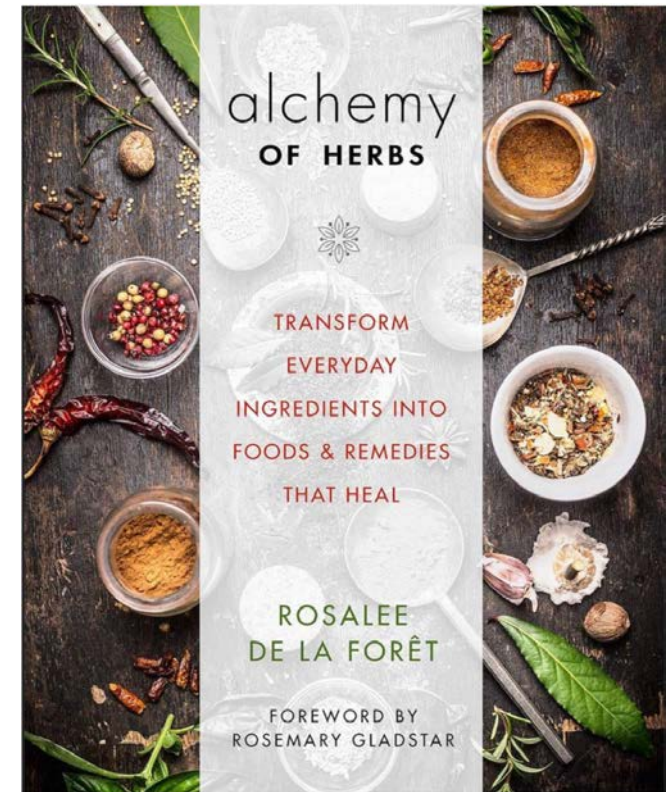
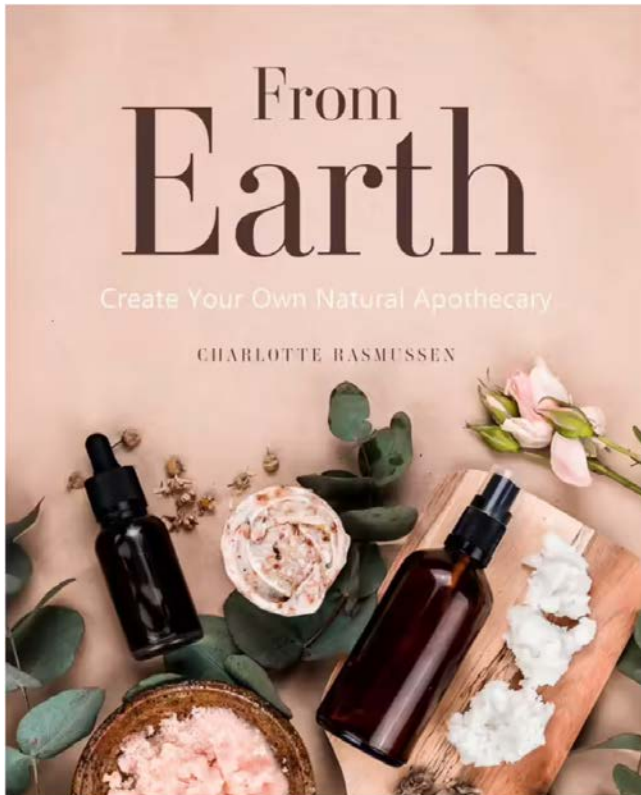
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Erin Lovell Verinder



A screenshot of the Instagram profile for erinlovelverinder. The profile shows 1,050 posts, 30.1k followers, and 854 following. The bio includes: "Erin Lovell Verinder she/her", "Community Herbalism", "Nature is Medicine", "Best Selling Author", "Teacher", "TEDx speaker", and "Plants for the People + The Plant Clinic... more". A link to bio.site/erinlovelverinder is provided. It also shows she is followed by sarahhamilton.naturopathy, sare_miller, and 75 others. Navigation buttons for "Following", "Message", and "Contact" are visible. Below the bio are several story highlights: "Blossom", "Forage", "North", "Podcasts", and "Q & A". The main feed shows a grid of images related to her work, including a book cover for "BLOSSOM" and various botanical and tea-related photos.



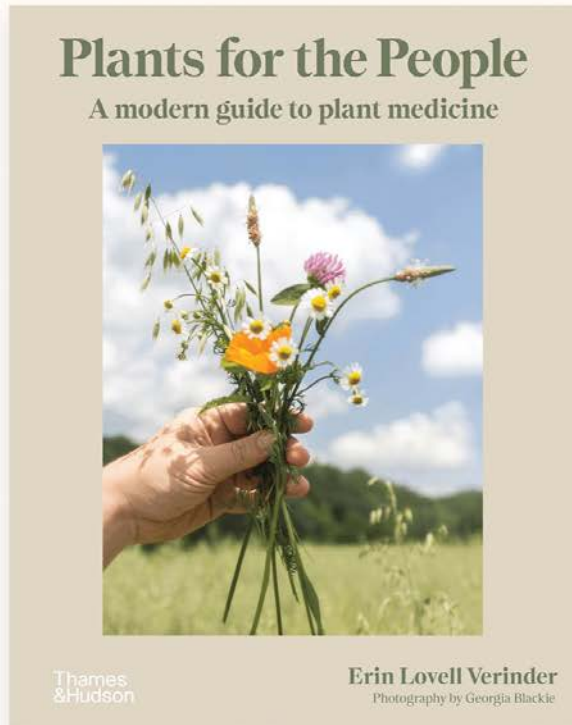
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Plants for the People

Thames and Hudson's seminal release in the health and wellbeing space, *Plants for the People* aims to reinforce the ancient connection between the people and the plants in this modern day. Herbalism has long been with us in one form or another, through cultures spanning eons and locations, we are simply remembering our ways back to the depths of the green expanse, and the healing plants may offer us all.

With her expertise, an upgraded aesthetic and voice, Erin takes you on a plant safari, learning simple ways to weave plant medicine back into your everyday life.

[BUY - AU/NZ](#)

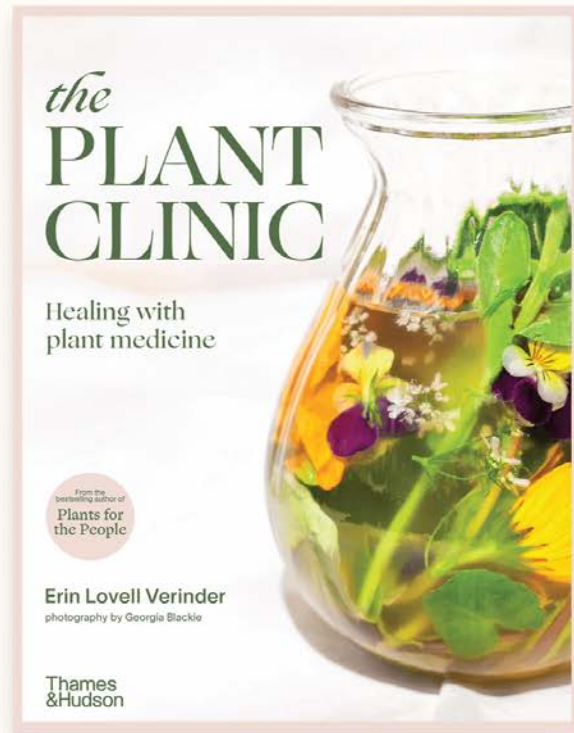
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Traditional Medicine



The Plant Clinic

A fresh take on herbalism for the times, featuring 150+ medicinal plant rich recipes, daily protocols, remedy recipes, rescue remedies and an herbal first aid kit. A deep dive into immunity, the gut, hormone health, mums and bubs, hair and skin and emotions, mind, spirit. This is a well guided take on healing with herbal medicine.

The Plant Clinic came to be from Erin's years working 1:1 with clients in her bustling clinic and is intrinsically inspired by the incredible years working intimately with others on their health and wellbeing. Erin began to see patterns of breakdowns and breakthroughs with health and understanding how plant medicine can assist fluently to shift ill health and improve wellbeing. Her intention within the pages of *The Plant Clinic* is to make all this rich earthy information as accessible as possible for all.

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Integrative Naturopathic Practitioner

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Recipes You Love?



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Action Time

- What is your Clinic 8-12?
- What are your key products?
- What are your unique & personalised formulas or offerings?
- How can you incorporate more traditional medicines?

Need Help? Get In touch!

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Access your BONUS \$95 reduced rate practitioner 1:1 mentoring with ME to support your business acute care development at carlawrenn.com

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A collage of natural ingredients including herbs, citrus slices, and a mortar and pestle. The background is a light-colored wooden surface. On the left, there's a white cloth with black stripes. In the center, a bunch of green herbs is tied with twine. To the right, a white mortar and pestle contains green herbs. Below it, a small white bowl holds dried lavender buds. Other items include a sliced orange, a small bowl of orange powder, a piece of butter on a green leaf, a walnut, a vanilla bean, and a small bowl of dried grasses.

Go practice

2 Acute Care
Consults

10 Minutes

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Thank You

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GET IN TOUCH

carla@peninsulaherbaldispensary.com.au

carlawrenn.com

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