

## WELCOME

Thank you for choosing **Lifestyle Metabolic**. Whether you're a new patient taking the first step towards improving your health or a returning client continuing your care journey, we're here to make the booking process as simple and stress-free as possible.

This guide will walk you through how to book an individual consultation using our online system via the Halaxy booking portal. Each step is clearly outlined to help you feel confident navigating the process from start to finish.

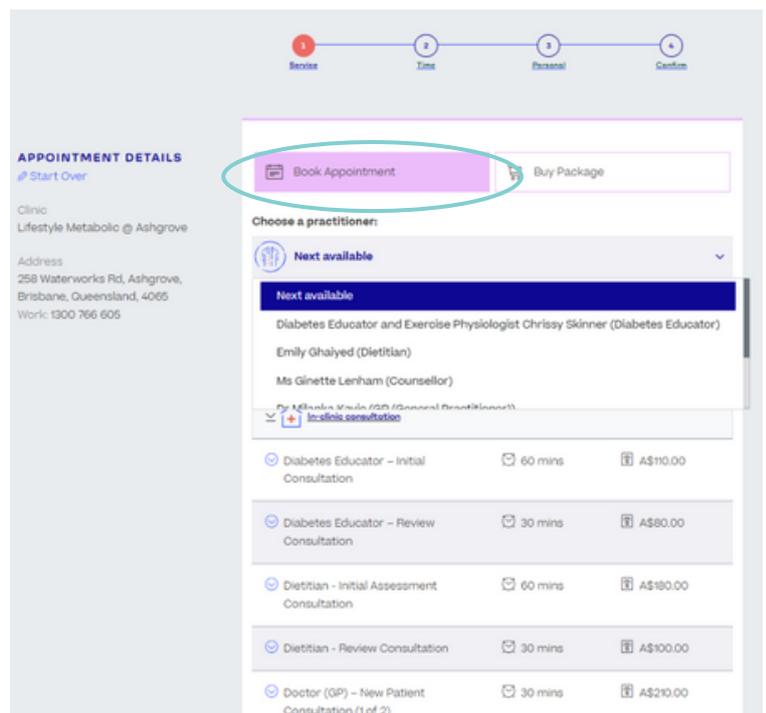
### STEP 1 – ACCESS THE BOOKING PAGE

1. Go to [www.lifestylemetabolic.com.au](http://www.lifestylemetabolic.com.au)
2. Click “**Book Now.**”
3. The Halaxy booking portal will open in a new browser tab.



### STEP 2 – CHOOSE YOUR PRACTITIONER

1. Select the **practitioner** you wish to book with.
  - For example: Emily Ghaiyed (Dietitian).
2. You will then see their available appointment options listed.

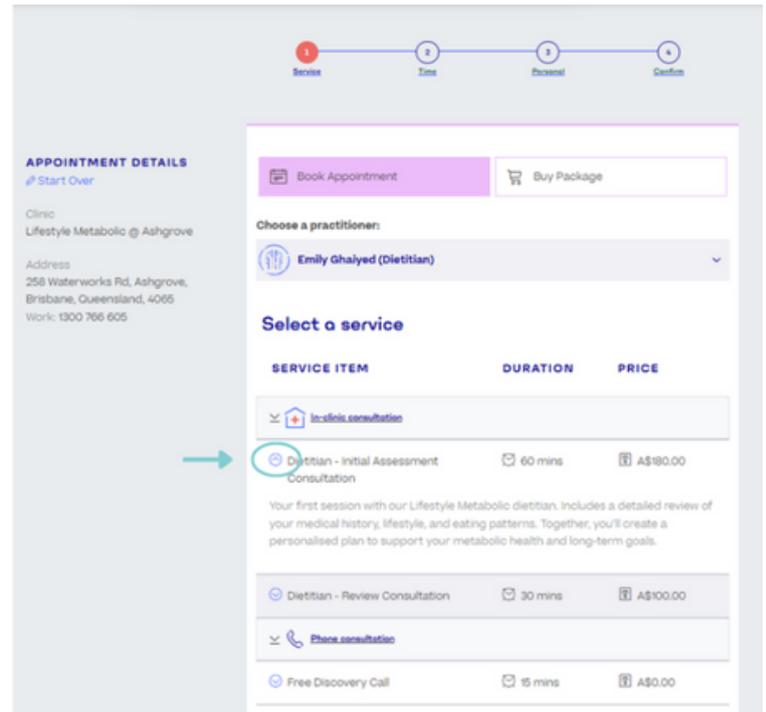


## STEP 3 – SELECT YOUR APPOINTMENT TYPE

1. Choose the appointment type from the list (e.g. **Initial Consultation – 60 minutes, Review Consultation – 30 minutes**).
2. Click the **blue down arrow (v)** beside each option to view about the appointment type.

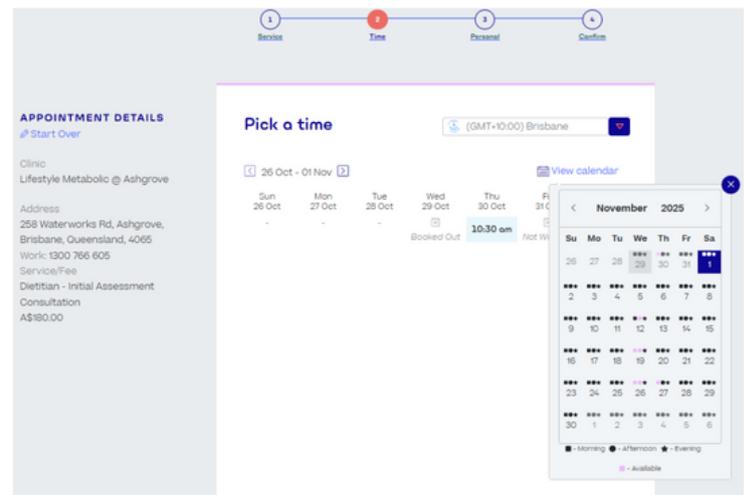
### Tip

You do **not** have to choose *Next available*. Click **View calendar** to see all available dates and times, then select the option that works best for you.



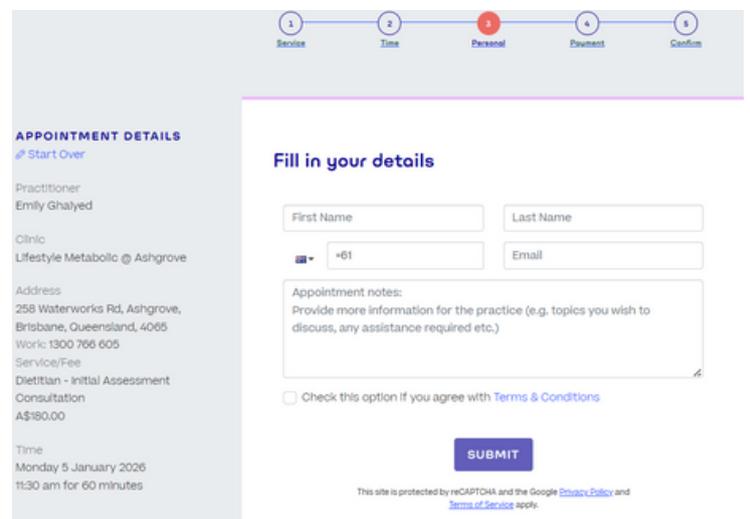
## STEP 4 – SELECT DATE AND TIME

1. Click “**View Calendar**” to browse availability.
2. Available dates show in **pink**.
3. Select your preferred **day and time**.



## STEP 5 – ENTER YOUR DETAILS

1. Fill in your **full name, email address, and mobile number**.
2. If you wish, add any **additional information** for your practitioner in the notes field.
3. Click the check box to agree with the **Terms and Conditions**.
4. Click “**Submit**.”



### TERMS & CONDITIONS

Please note 50% deposit/prepayment is required for all online bookings and this payment is non-refundable. This fee is transferable if you reschedule outside of 24 hours.

We have a 24 hour cancellation policy which applies to all initial and follow-up appointments.

This is because we value the time of our staff, who are often unable to offer your appointment to another client at short notice.

Please ensure that if you wish to make changes to your appointment, you provide 24 hours' notice or more, or the 50% deposit /prepayment will be taken as a cancellation fee.

# How to Book an Appointment Online

## STEP 6 – VERIFY YOUR BOOKING

1. Halaxy will send a **verification code** to your mobile phone.
2. Enter this code when prompted on the screen.
3. Once the code is accepted, your booking details will be confirmed and you will be taken to the payment screen.

1 Success 2 Time 3 Personal 4 Payment 5 Confirm

**APPOINTMENT DETAILS**  
Practitioner  
Emily Ghaiyed

Clinic  
Lifestyle Metabolic @ Ashgrove

Address  
258 Waterworks Rd, Ashgrove,  
Brisbane, Queensland, 4065  
Work: 1300 766 605  
Service/Fee  
Dietitian - Initial Assessment  
Consultation  
A\$180.00

Time  
Thursday 30 October 2025  
10:30 am for 60 minutes

**Verify your details**

Please enter the 6-digit verification code that we just sent to your phone (+61490385699)

Verification Code

**VERIFY**

[Send code to Tom.smith.career@gmail.com](#)

## STEP 7 – PAYMENT AND CONFIRMATION

1. Review the **appointment details** and **fees** shown on the payment screen.
2. Enter your **payment details** as requested.
3. Lifestyle Metabolic requires a **50% deposit** to secure your appointment.
4. Click **“Pay Now.”**
5. Once payment has been processed, you will see a **Success** message confirming your appointment.
6. You will receive a confirmation email with your appointment details.

**APPOINTMENT DETAILS**  
Practitioner  
Emily Ghaiyed

Clinic  
Lifestyle Metabolic @ Ashgrove

Address  
258 Waterworks Rd, Ashgrove,  
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Service/Fee  
Dietitian - Initial Assessment  
Consultation  
A\$180.00

Time  
Thursday 30 October 2025  
10:30 am for 60 minutes

**Review Payment Details**

I have a discount code

Total Fee A\$180.00

Deposit required (50%) A\$90.00

**Total Amount A\$90.00**

**SELECT THE PAYMENT METHOD**

Credit Card  PayPal  G Pay

**PAY BY CREDIT CARD**

Name on card

Card number

Security code Expires (MM/YY)

I'm not a robot

**PAY NOW**

[Cancel Booking](#)



Your booking is confirmed

## STEP 8 – COMPLETE THE PATIENT FORM

1. After your booking is confirmed, **click “Complete the Patient Form.”**

Appointment Date / Time  
10:30 am, Thursday 30th October 2025  
Time zone in Brisbane (GMT+10:00)

Duration  
60 minutes

Location  
258 Waterworks Rd, Ashgrove,  
Brisbane, Queensland, 4065

**ADD TO CALENDAR**

Fee / Service  
Dietitian - Initial Assessment Consultation - A\$180.00

[Cancel or reschedule appointment](#)

To maximise your session time, please complete the required Patient form for your appointment.

**COMPLETE THE PATIENT FORM**

[Go to homepage](#)

## STEP 8a – COMPLETING THE FORM

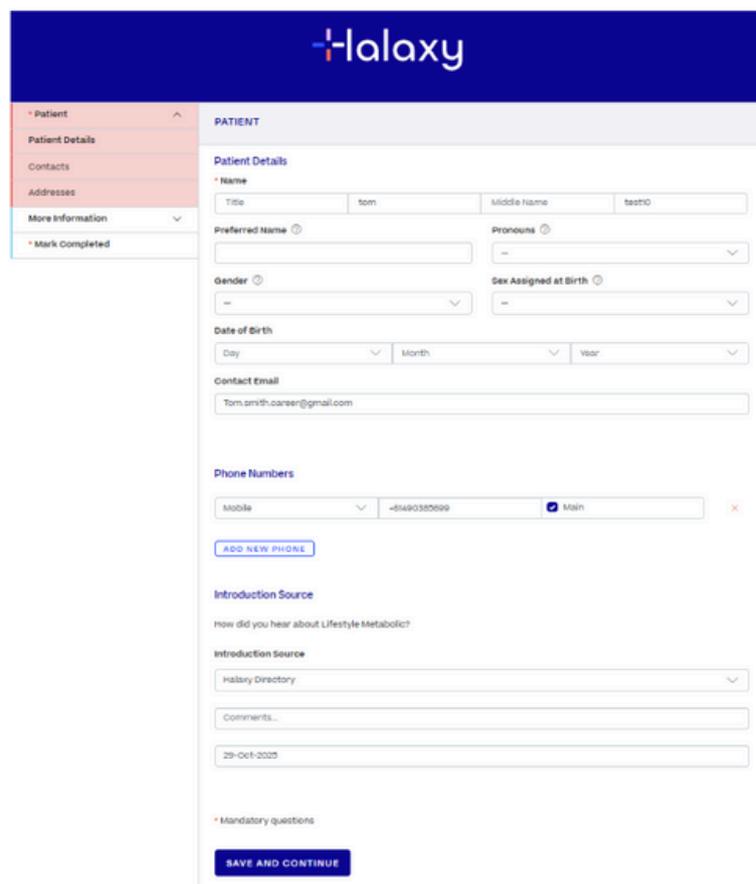
1. Please take your time completing the **Patient Intake Form**. The more information you provide, the better prepared your practitioner will be for your appointment.

2. This form includes important sections such as:

- **How Lifestyle Metabolic can help you** (your goals and reasons for seeking support)
- **Past Medical History** (medical conditions, surgeries, medications, supplements, allergies, family history)
- **Height**
- **General comments** (anything else you'd like us to know)
- **Patient details** (your personal information)
- **Emergency contact details**
- **Address**
- **How you heard about Lifestyle Metabolic**

3. Please ensure your **contact details** and **emergency contact information** are correct – these are essential for communication and your safety.

4. If you are unsure how to answer any question, simply complete what you can. You can always clarify or discuss details with your practitioner during your appointment.



## NEXT STEP → ATTEND YOUR APPOINTMENTS

You are now ready for your appointment.

You will receive reminder messages before your session. On the day, simply attend in person at the clinic or join via Telehealth if that is how your appointment has been booked.



## NOTES AND SUPPORT

- Appointment reminders will be sent automatically via SMS and email.
- If you have any difficulties with booking or completing the form, please contact us:



Phone: 1300 766 605



Email: [reception@lifestylemetabolic.com.au](mailto:reception@lifestylemetabolic.com.au)



Website: [www.lifestylemetabolic.com.au](http://www.lifestylemetabolic.com.au)