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## Troubleshooting Getting Started

Christa: Hi there. This is your first troubleshooting video and we have one for each step. Two for step two on pathogens, actually, because there are two parts to that. What we've done here is we've distilled down the tens of thousands of questions that our customers have had over the past six years and have given you the 10 to 12 most common questions or issues that will come up in your practice with detailed responses, including input from Jack, Nicole, and myself. We have all put our energy into this.

[00:00:30] There's a quick video for each troubleshooting module, but the meat of it is going to be in the PDF in which you are required to read before you come to the webinars. We don't want to answer duplicate questions on the webinars, but we want to work real cases with you to help you advance your clinical knowledge and efficacy.

Let's dive into the most common things that are going to come up for you, your clients, patients, case studies in this module. And again, all of the answers to these things in depth are included in [00:01:00] the PDF that comes with this video.

People, number one, they're going to be unsure how to answer some of the questions on the assessment. And they might be afraid of being placed in the incorrect plan. You might say, "Well, my client or patient took the assessment more than once. They got different results. Can they continue to take the assessment?" That's going to be something that is going to come up for you guys.

Supplements are going to come up. Your client or patients can be taking supplements before they come to the program. And so we'll [00:01:30] teach you how to evaluate what they're taking, what's okay to stay on, what they have to stop for now, and how to customize accordingly.

Prescription medications are going to be something really important that comes up. They're going to say, Hey, is it safe for them to complete Gut Thrive in Five when they're on XYZ medication? This is going to be very, very critically important to memorize. Sometimes they start doing castor oil packs during prep week and they experience stomach pains or gas. And they want to know,

[00:02:00] is this normal? Should we continue the castor oil packs throughout the week? We go into detail in the PDF.

Some clients are going to come to you taking antidepressants. Maybe they're on antibiotics. Now here, you're trying to improve their microbiome when they're taking antibiotics. That happens. We have to talk about it. They may have to take antibiotics midway through the program or if they're on steroids. We have different approaches and we adjust the protocol for all three and for any medication. So very important again that you know that.

They're also going to have questions on when it's best [00:02:30] to test the urine and saliva for pH. They may have a low pH reading. They're going to start asking you questions like, "Hey, can I just drink baking soda and hit it hard since it's really alkaline forming?" You're going to need to understand only avenues and all the possibilities here so that you can responsibly guide your client or patient as every single thing they put in their bodies matters. Just because something is healthy doesn't mean it can't do damage if you put [00:03:00] it in the body at the wrong time or in the wrong amount.

They're going to ask, "How do I customize my protocol? If I have allergies and I have different sensitivities?" If the question is out there, we've gotten it. And very sensitive people are attracted to this program because nothing else has worked for them in the past.

So you're also going to want to talk about pregnancy, breastfeeding. If you're serving that clientele, just go over now, download the troubleshooting, getting started, print it out, get familiar with [00:03:30] it. So you know all the arms of the practical application of theory beginning in this phase of the program. And once you're familiar with that, Jack, Nicole and I are going to meet you in the training webinar and that's where it will all really come to life.