SOUL IV

Frequently asked questions

www.souliv.com.au/about-us/faqs/
Last updated 8 November 2026

COMPANY

01 What are your business hours?

SOUL IV operates between 8am-8pm, Monday to Sunday.

For weekend bookings and general enquiries, please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) or email hello@souliv.com.au.

02 Is SOUL IV an Australian company?

Yes, SOUL IV is an Australian-owned and operated company registered with ASIC.

Please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) or email hello@souliv.com.au for further information.

03 Does private health insurance cover vitamin infusion therapy?

In most cases, private health insurance does not cover IV infusion therapy.

However, you are welcome to check if your private health insurance covers vitamin IV infusion therapy.

04 Are your vitamin infusion products tested on animals, or do they include animal products?

Our vitamin infusion products are not tested on animals and don’t include animal products.

However, they are made in facilities where animal products are used, so our vitamin infusion products may contain traces of animal products.

APPOINTMENT

05 Who can have IV vitamin infusions?

You must be 18 years old to consent to any IV vitamin infusion.

At this stage, we are not treating palliative patients.

For any clients who have complex medical backgrounds, including cancer, fluid retention, kidney or liver failure, please seek medical advice from your treating doctor before making an appointment with our team.

Please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) or email hello@souliv.com.au for further information.

06 How will I know which IV vitamin infusion is right for me?

Every treatment is customised to you by your nurse after a medical screening, and our nurses work within their scope of practice and professional guidelines.

Please note: your nurse will provide information about available treatment options following a medical screening at the time of your Infusion appointment — you don't need to select which vitamins you would like pre-appointment.

To talk through your options with a nurse, please call 1300 GO SOUL (1300 467 685) .

07 Where can I have my IV infusion treatment?

You can have your IV treatment in your own home, office, hotel or Airbnb with our SOUL IV nurses.

To maintain hygiene protocol, please make sure that the area of the nurse setting up is clean and tidy. At SOUL IV, we follow strict hygiene and clinical protocols performed by our nurses on-site, so you receive the care you need.

SOUL IV also offers in-clinic appointments at our Melbourne CBD clinic, Ground Floor, 420 Spencer St, West Melbourne VIC 3003, open Monday to Sunday, 8am–8pm.

To book an in-clinic visit, choose the In-Clinic option on our bookings page or call our Customer Experience team at 1300 GO SOUL (1300 467 685) .

08 Who administers your IV infusion treatment?

Every IV infusion is given by one of our nurses.

Your nurse will talk to you on the day of your appointment and provide information about available treatment options following a medical screening.

09 What is the cost of an IV infusion?

Appointments start from $299 for new clients (from $249 for existing clients), per person, including your medical screening and nurse care. Vitamins, intramuscular shots and NAD+ are an additional cost, confirmed with you before treatment. Your nurse discusses available treatment options with you at your appointment.

You can see how our pricing works on our pricing page, or find more information in our Service Menu.

Please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) or email hello@souliv.com.au for further information.

10 How often should I have an infusion?

Everyone is different — our nurses will discuss available treatment options with you at your infusion appointment and be able to answer this question for you.

Please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) or email hello@souliv.com.au for further information.

11 Can I smoke or vape during my infusion?

As SOUL IV Nurses come to your private space, we do not ask clients to stop smoking or vaping.

However, we recommend not to smoke around our nurses because they have to visit other clients during their day.

Please be respectful and mindful that smoking or vaping can trigger symptoms in those around you.

SOUL IV will not tolerate illegal drug use under any circumstances.

Please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) or email hello@souliv.com.au for further information.

SCIENCE

12 What is the difference between intravenous (IV) and intramuscular (IM)?

The term intravenous is defined as the route through which vitamins, minerals and electrolytes are administered directly into the bloodstream. This technique delivers vitamins, minerals and electrolytes directly into the bloodstream.

Intramuscular injections are the technique used by medical professionals to administer medications, or in this instance, vitamins and minerals, into the muscle. This method provides a smaller dosage and generally allows a slower release of the vitamins that may not be compatible with IV administration.

Intramuscular shots are an option for clinic clients who don’t have time for an IV infusion; your nurse will discuss suitability.

Please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) or email hello@souliv.com.au for further information.

13 If I take oral vitamin supplements, can I still have an IV vitamin treatment?

Yes, provided that you ensure you take oral supplements at the recommended doses as labelled.

SOUL IV does not take any liability if the client does not provide full disclosure in relation to oral supplements, potentially causing a double dose of vitamins.

Please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) to discuss your vitamin regime with a nurse.

14 What is bioavailability and why is it important?

Bioavailability describes how much of a nutrient is absorbed into the bloodstream.

IV infusion therapy is administered intravenously by a nurse, who can discuss how IV administration works during your screening.

MEDICAL

15 Are there any pre or post-treatment care recommendations or advice I should follow?

We have some helpful tips to help you prepare for your appointment and care for yourself once your infusion has been completed.

Before your infusion appointment: 1. Stay hydrated and drink plenty of water for at least 1-2 hours pre-treatment. There is no need to fast in preparation for your infusion. 2. Ensure you are comfortable. An IV vitamin infusion appointment may be anywhere between 30 to 60 minutes. A NAD+ appointment may take anywhere from 1 to 3 hours. 3. Consider eating a light snack before your appointment.

After your infusion appointment: 1. Stay hydrated and drink plenty of water for at least 24 hours post-treatment. 2. Leave the bandage on for a minimum of 4 hours after your treatment. 3. Avoid any heavy lifting for 6-8 hours post-treatment to prevent any bruising on your arm. 4. Avoid heat therapies, such as sauna, steam baths or Bikram yoga for 24 hours post-treatment.

Please note: our nurses will leave post-treatment care information with you after every appointment as well.

Please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) or email hello@souliv.com.au for further information.

16 Do I need a blood test before my appointment, or do you offer blood testing?

Blood testing is not required for most of our vitamin infusions, except for iron, Vitamin D and high doses of vitamin C.

For your own interest, you are welcome to request a blood test from your doctor, as we do not offer blood testing.

A recent blood test can help your nurse tailor your options within their scope of practice during your screening.

At SOUL IV, the nursing team works within their protocol and administers vitamins and minerals within established dosage limits.

Please note: all clients are to disclose what vitamins they supplement with orally during that day (of the SOUL IV appointment) to ensure the nurse is aware and provides a drip that will complement your vitamin regime.

Please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) or email hello@souliv.com.au for further information.

17 Are there any reasons I shouldn’t have an IV infusion?

IV infusions are not suitable for everyone, including people with some pre-existing conditions (contraindications).

Before and during your appointment, our team will provide an in-depth medical screening with you to ensure you are a suitable candidate for IV therapy.

It’s very important that the client provides all medical history and is not dishonest during this time.

In some circumstances, in relation to any pre-existing medical conditions, we may require a letter of consent to proceed with an infusion from your treating doctor.

As with all medical procedures, IV therapy does have a degree of risk to consider.

Please note: SOUL IV recommends that you seek advice from your doctor about your medical history and discuss if IV vitamin infusion therapy is right for you.

Please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) or email hello@souliv.com.au for further information.

18 Can I have an infusion before and/or after surgery?

You may be suitable for an infusion before or after your surgery.

Factors that may impact your eligibility could include but are not limited to, medical history if the patient is on WARFARIN/blood thinners and the reason or type of surgery required.

Please consult with your doctor, and if consented by your doctor, please have a letter of consent clearly indicating which vitamins are requested.

Please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) or email hello@souliv.com.au to determine if an IV vitamin infusion suits you.

19 Can I have an infusion if I have the flu?

If you have the flu, please notify the customer service team on 1300 GO SOUL (1300 467 685) .

Please note: a mask should be worn by the client where appropriate.

20 Can I have an IV vitamin infusion while I am pregnant or breastfeeding?

At SOUL IV, we take the care of our clients receiving an infusion seriously.

If you would like to receive an infusion whilst pregnant or breastfeeding, you must provide a letter of consent from your obstetrician or GP and email SOUL IV before your appointment.

This will be discussed over the phone when the client enquires with customer service.

Once SOUL IV HQ has obtained the letter, we must gain consent from our treating doctors to ensure this is suitable.

All clients must understand that depending on the circumstance of the need for the IV, this may be declined by our doctor onsite for clinical reasons.

If this is approved by SOUL IV’s doctor, there will be a Facetime consultation with the doctor and client at the time of the appointment.

Please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) or email hello@souliv.com.au for further information.

21 Can I have an IV or IM if I am a semi-pro or professional athlete?

If you are a competing athlete, please ensure you follow specific guidelines within your sporting guidelines.

Under no circumstances will SOUL IV be liable if you fail to adhere to protocol.

If you are an athlete and have a doctor who consents to having an IV infusion, please provide customer service with a letter of consent outlining which vitamins and the requested amount of fluids.

You must be 18 years old to consent to any IV vitamin infusion.

Your nurse will discuss what is appropriate for you at your appointment, within their scope of practice and with consent from your doctor.

Please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) or email hello@souliv.com.au for further information.

22 Can I BYO my own vitamins or medications to my appointment, and a SOUL IV nurse administer this for me?

No. At SOUL IV, we source all our vitamins and nutrient ingredients from registered Australian compounding pharmacies.

SOUL IV nurses do not work outside their scope of practice and follow strict professional guidelines and SOUL IV policies.

23 Can nurses access external intravenous cannulas, PICC lines or portacaths to administer infusions?

No. SOUL IV nurses can only insert and access a direct vein in the cubital fossa or lower hand for cannulation and only use this site to administer vitamin infusions. Strictly under no circumstances are nurses to access or administer through any external IV sites left in from the hospitals or outside medical services. Our nurses are under strict guidelines, working within their scope of practice and professional guidelines.

24 Can I just have IV hydration? If so, what is the limit of hydration?

Yes.

SOUL IV offers hydration infusions, which your nurse will discuss with you at your appointment.

Depending on any pre-existing medical conditions and at the provision of your treating doctor, SOUL IV has available up to 1000mL of fluids for IV infusions.

Please contact our Customer Experience team at 1300 GO SOUL (1300 467 685) or email hello@souliv.com.au for further information.

OUR CLINIC

25 Where is your Melbourne CBD clinic?

Our clinic is located at Ground Floor, 420 Spencer St, West Melbourne VIC 3003. The clinic offers the same care as our mobile service, in a dedicated space staffed by our nurses.

We’re open every day — see our clinic page for current hours.

26 What’s the difference between mobile and in-clinic visits?

With our mobile service, our nurses come to you — at home, the office, a hotel, or an Airbnb — anywhere in our service areas across VIC and WA.

In our Melbourne CBD clinic, you visit us in a purpose-built clinic space with the same care, just in a dedicated environment. Both options use the same client account, the same nurses, and the same product range — choose whichever suits your day.

You can mix and match between mobile and in-clinic visits across appointments.

27 How do I book an in-clinic visit instead of a mobile appointment?

Visit our bookings page and choose the In-Clinic option. You can mix and match between mobile and in-clinic visits using the same client account.

WHERE WOULD YOU LIKE US TO COME?

ARE YOU A NEW OR EXISTING CLIENT?

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