



TERMS AND CONDITIONS

Scheduled reviews will usually be carried out by one of our general practice specialists. Tony is always available if you wish to see him. He supervises your care. The Medicare rebate is payable if you supply us with a referral beforehand when you see Tony. It depends on the length of an appointment. There is no Medicare rebate when you see our GPs due to Medicare's rules, do not have an in-date referral, or for your periodic fee. Fees need to be paid in advance.

If an appointment cannot go ahead for technical reasons at your end, we will consider each situation on a case-by-case basis when considering charges.

Appointments can be rescheduled with a week's notice (5 full working days). If you cancel the appointment within a shorter timeframe, or do not keep the appointment, there is no refund.

Please note:

- There are other charges, including items associated with non-attendance.
- email (via our contact form) and SMS are used as primary communication tools. They may not be secure.
- You must have the necessary videoconferencing platforms for telehealth.
- You will receive electronic scripts using your registered details.

Contacting Administration

We have a series of specific forms you can complete hosted by jotform. You may ring our helpline to leave us a message and one of our staff will get back to you.

Appointments

Our current charges are:

Drs Moonen/Wong	telephone only	\$200 (no rebate)
Dr Mander	telephone	\$340
	videoconference	\$390
	face to face	\$440

If you have an in-date referral your rebate for seeing Dr Mander is based on time and is currently between \$41-\$85 (approximately). Your scheduled reviews are required every 1 to 3 years depending on how long you have been in the clinic and how stable you are. Appointments will be organised initially by email from our patient co-ordinator.

Your annual fee does not include appointments.

Comorbidities and Other Medications

You must tell us if you have other medical or psychiatric conditions. We also need to know what other medications you are taking, especially if they come under schedule 4 or 8. This may mean we cannot safely treat you since our approach is predominantly online. Your health and safety must come first.

We will require clearance from your prescribing doctors if you are taking restricted medications. You will need an annual review with one of our doctors in addition to your written updates. This more intense follow-up attracts a higher annual charge.

Billing

We use EzyPay to manage recurring costs. Individual costs (eg for an appointment) may be billed via Ezy pay or Ezidebit. The platforms charge you and us various fees. If your payment details need to be updated contact us and we will send you an update link.

Your ongoing charge for our clinical management services, as described in the Handbook, are billed 6-monthly. Fees are updated periodically.

Non-Compliance

This usually involves non-payment of fees, failure to keep or pay for an appointment, or some aspect related to schedule 8 medications which are tightly controlled. Please understand that you have an agreement with us and if you decide not to honour the agreement, we will assist you in moving your care back to your General Practitioner so you can seek specialist treatment elsewhere. We will ensure this is done professionally but it is best avoided.

Receipts

We issue standard Medicare approved receipts for your appointments. Private health insurers are not allowed to cover out-patient medical appointments or your annual fee. We are now able to provide a receipt via Ezy pay for your 6-monthly fee.

Transition

If you are ceasing treatment, moving to another provider, or returning to your GP, we will work with you to ensure a seamless move. This includes reviewing your medication and document needs. We remove you from our internal databases and cancel your agreement with Ezy pay. We can supply you with a letter for your GP. We like to ensure that you have 3 months' ongoing medication but if you have an appointment with a new clinic that is longer than 3 months away discuss with us so that we can arrange things with you. Your GP can provide temporary prescriptions for your medications while you look for a new specialist. Occasionally it is not clinically advisable to continue medication.

Charges for a Payment Failure

These attract higher periodical fees which are recurring:

First Failure, an additional;	\$60 per 6 months
Second Failure, a further;	\$60 per 6 months
Each additional failure an additional;	\$120 per 6 months

These charges are additional to those made by Ezypay. They will charge you late payment fees and we add our late payment fee of \$50 to your next 6-monthly debit.

Enhanced Care does not cover

Late payments, restoration of your place in the clinic if your file has been closed due to non-compliance with some aspect of our requirements, urgent prescriptions, detailed certificates, extensive reports for third parties (work, education providers, travel), copies of receipts, appointments or anything that is not part of routine care.

Notifications from HDWA

These occur when the department has flagged some issue such as overuse of medication. Authorisation for future medication may be removed by them. If we believe there is a reasonable explanation we can apply to the Department for specific authorisation. This is an extensive exercise and will require you to undertake a urine drug screen. Because of the time involved we charge \$300 to make this application for you.

Restoration of Treatment

If we have had to suspend your treatment, and we agree to restore it, we charge \$200 for the administrative work involved.

Going Abroad?

We are unable to provide medical care to you if you are abroad for longer than 3-months or in the USA for any period.

Emails

We do not reply to personal or business email addresses for security reasons. Please use the contact forms on our website.

Informed Consent

These terms and conditions are updated regularly so ensure you are aware of the most recent update by checking the website.