



TERMS AND CONDITIONS

Scheduled reviews will usually be carried out by one of our general practice specialists. Tony is 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 forms) 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 Us

We have a series of specific forms you can complete hosted by jotform. Do not use email except via jotform. You may ring our helpline to leave us a message and one of our staff will get back to you.

Appointments

Drs Moonen/Wong	telephone only (silent number)	\$250 (no rebate)
Dr Mander	telephone (silent number)	\$340
	videoconference (facetime/zoom)	\$390
	face to face (Osborne Park)	\$540 (including serviced office charge)

If you have an in-date referral your rebate for seeing Dr Mander is based on time. The amount is available from the Medicare site. Your scheduled reviews are required every 1 to 3 years depending on how long you have been in the clinic, how stable you are, and whether you have any complicating medical conditions or are taking Schedule 4 or other Schedule 8 medications. Appointments will be organised initially by email by 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 may require clearance from your prescribing doctors if you are taking restricted medications. If you make a false declaration on your treatment review form, we will usually ask you to seek treatment elsewhere.

Billing

We use EzyPay to manage recurring and one-off costs. They 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 charges for our clinical management services, as described in the Handbook, are billed 6-monthly. Fees are updated periodically, usually each October.

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. Please understand that you have an agreement with us and if you decide not to honour it, 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. Neither private insurers nor Medicare will cover your periodic fee.

Transition

If you are ceasing treatment, moving to another provider, or returning to your GP, we will work with you to ensure it is seamless. This includes reviewing your medication and document needs. We remove you from our internal databases and cancel your agreement with EzyPay. We can supply you with a letter to give to your GP. We like to ensure 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 under rules introduced by HDWA in December 2024. Occasionally it is not clinically advisable to continue medication.

Charges for a Payment Failure

These attract higher periodical fees which are cumulative and recurring:

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

These charges are additional to those made by Ezy pay. They will charge you late payment fees and we will add our late payment fee of \$50 to your next periodic 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, urgent requests including 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.

We are always closed during the week of xmas and new year. If we can respond to a request from you during that time it will be treated as urgent and charged accordingly.

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 a significant 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 for 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.