



A J Mander Pty Ltd t/as embracing ADHD
Patient Helpline (08) 9202 6813

Update February 2025



What We're Up To

I suggest you save this newsletter so you have copies of these important links. If you don't they are available on our website embracingadhd.org under resources

Payments

Everyone is now billed 6-monthly on the 27th of the month (or closest to that date if the banks are closed). I strongly suggest you put the dates on your calendar or on your phone. You should get reminders from us 1 and 3 weeks before your debit is due but you do not want to be reliant on this. If you want to check the amount or account you are currently using contact Ezypay on 1300 300 553. If you want to change your account details contact us and we can send you a link. In particular remember to do this if you have changed your credit card since you were last billed. We recommend you use a bank account rather than credit card as they are more secure. For bank accounts standard processing times are what banks call T+3 which means up to 72hrs (working days only) for clearance to occur.

Going Abroad?

Check with the embassies of all countries you are going to or transiting through to ensure you are allowed to take your medication. Apply to us for a travel letter

<https://form.jotform.com/221517774259867>

We cannot provide treatment, including advice, if you are not in Australia.

Change of details

Medicare number, name, email address, phone number etc, please complete

<https://form.jotform.com/250578449053867>

New Prescription

If you are within 10 days of your previous script ending complete the TRF

<https://form.jotform.com/221514221105033>

If you apply earlier than 10 days we will not process your request and you will need to resubmit it. HDWA can put a freeze on you collecting scripts if they deem you to be oversupplied so do not, under any circumstances, collect medication earlier than you need it and then hoard it.

Appointments

If you want to make or change an appointment use

<https://form.jotform.com/250576857030863>

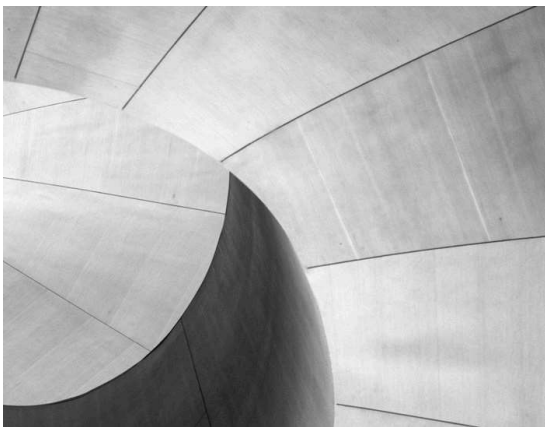
Emails

Do not use your personal/business email (including your reply button) when communicating with us. You must use a new contact form on each occasion including when you want to respond to our response! This is to improve security and safeguard your confidential clinical information. This is also why we have provided you with specific forms all of which are HIPAA compliant and use CAPTCHA technology to prevent a bot attack

Our current terms and conditions are available at
<https://shorturl.at/A9Mka>

You may need to copy and paste this link

Get in Touch



For security reasons we will not open standard emails and you must not use your reply button. Always contact us or reply using the form on the website. This is linked to the button below

Contact Us

Check out our site →

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