

Your Optimal Health Patient Information Guide

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Your Optimal Health Centre Information

Contact Information

Address: 45 Fairy Street, Bell Post Hill VIC 3215

Email: info@youroptimalhealth.com.au

Telephone: 03 4250 9892

Fax: 03 9124 1571

Opening Hours General Practice

Currently available Wednesday, Thursday and Friday only.

Clinic Opening Hours

Monday to Friday 9.00am to 5.00pm

After-Hours Care

7 days a week- 24 hours

13 74 25 National Home Doctors Service

Booking Appointments:

Call reception on 03 4250 9892 or

Email to: info@youroptimalhealth.com.au

Welcome

Thank you for choosing Your Optimal Health for your health care. To help orientate you to our centre, please read the following important information.

Your privacy is our concern

To protect your privacy, this practice operates in accordance with the Australian Privacy Principles, therefore all information collected is treated as sensitive. We use the information you provide to manage your health care. Maintaining accurate records is important, so please advise reception of any changes to your contact details or other information.

Select information may be disclosed to various other health services involved in supporting your health care management. For example, when referring for pathology, radiology, specialists and community health.

You may opt-in or opt-out of receiving various communications from us. Please contact reception to ensure that you are receiving appropriate communications.

If you have any questions or concerns regarding how we handle your personal health information or need to arrange access to your records, please ask a team member or your general practitioner (GP).

A copy of our privacy policy is available online at

<https://youroptimalhealth.com.au/privacy-policy-2/> or from reception.

GP services

- Men's and women's health
- Integrative Medicine
- Nutritional Medicine
- Paediatrics (healthcare of children)
- Functional Medicine
- Chronic disease management
- Hormone Health
- Menopause, perimenopause, PCOS, menstrual health
- Chronic fatigue, mental health, metabolic health, medicinal cannabis (not a first line treatment)

In-practice medical procedures

- IV Nutrient Therapy
- Iron Infusions
- Insertion and removal of Mirena and Implanon contraceptive devices
- Removal of warts, skin tags and other lesions

A longer appointment may be required for some services and private fees apply. Please discuss this with reception when booking.

Our doctors

- Dr Igor Tabrizian (Wednesday, Thursday and Friday)
- Dr Nicola Doyle (Wednesday and every second Thursday)

Appointments

A standard GP appointment is 30-45 minutes long. If longer appointments are required or if you're unsure of the length of appointment you need, please contact reception.

We also offer Telehealth appointments which enable you to have a GP consult by telephone or video from the comfort of your home.

Result review appointments can be booked for 15 – 20 minutes. Where there are 3 or more chronic health conditions, you may need to book a 1-hour appointment.

Attending the Centre

Your Optimal Health is mindful of cultural differences, cultural needs, personality, personal fears and expectations, beliefs and values.

Wheelchair access and disabled parking is available.

Animals who assist are permitted and welcomed into the clinic for your health and safety.

Please always check in at reception on your arrival. This allows the reception team to advise the doctor you are here for your appointment.

At times you may experience a waiting period due to our doctors attending to urgent or complex issues. If you have been waiting for longer than 20 minutes after your appointment time, please let reception know.

Additional person attending

Patients may have another person attend a consultation with them. In situations where patients depend on a third party for their ongoing care, we will provide all appropriate information to the carer.

Female and male chaperones are available. If you would like a chaperone to attend your appointment with you, please request this service when booking your appointment.

Cancellations

Please provide at least 48 hours' notice to cancel an appointment.

Missed appointments will incur a fee, payable prior to making further appointments. This fee is not claimable from Medicare.

Non-English speakers and the hearing impaired.

Our centre is registered with the Translating and Interpreting Service to help us communicate with our non-English speaking patients.

We can arrange an interpreter for patients that require this service, or the patient may contact the interpreting service on the phone number we provide, during the appointment. If you would like us to arrange an interpreter, please request this when

booking your appointment. For more information on interpreter services, <https://www.tisnational.gov.au/> or call 131 450.

If you have hearing impairment, please advise reception when making your appointment so we are aware of your needs and can assist you when you're in the practice.

If you require an Auslan interpreter for your appointment, please call 1300 287 526 or visit <https://www.tisnational.gov.au/> to arrange this service.

Patient information

- All new patients, and from time to time our regular patients, will be asked to complete our patient information form. This form collects important information such as:
- Who we should contact in an emergency
- Your consent to our staff telephoning or writing to you regarding follow-up, results and reminders
- Whether you wish to participate in our reminder system (for chronic disease management, etc.)
- Your consent to receive appointment reminders via text message

Similarly, when making and arriving for an appointment, our reception team are required to confirm your identity and contact information every time. This may be inconvenient if you are a regular patient or known to our team, however this is required to maintain current patient information to ensure we always provide a high standard of patient care.

This may include routinely asking:

- Date of birth
- Contact telephone number
- Home address
- Medicare number
- Commonwealth Concession Card details

You will also be asked if you identify as an Aboriginal or Torres Strait Islander. By making our practice staff aware of your cultural backgrounds, our clinical team can work to accommodate your specific health care needs.

Issues of personality, personal fears and expectations, beliefs and values are also considered.

A patient's refusal for treatment will be documented in the medical record.

Reminder system

We can send you an appointment reminder via text message.

Please let our reception team know if you do not want to be on our reminder lists.

Prescriptions, referrals and medical certificates

It is the practice policy that repeat prescriptions, specialist referrals and medical certificates will not be provided without a GP consultation.

In addition, specialist referral letters and medical certificates cannot be back dated.

Test results

It is practice policy that pathology or other test results will not be provided over the phone due to privacy reasons. Patient can access results via a Telehealth consultation (phone or video conference) or a face-to-face appointment.

We also advise patients to return to see their GP after seeing a specialist and after a hospital discharge.

Results will not be released prior to consulting with the doctor. You may have an appointment with your regular GP if you choose to follow up with them, the results are available to other medical professionals and takes a few minutes for them to access the results. Some pathology companies allow you to have the results 7 days after the doctor has received them. We have this policy in to avoid patients becoming distressed.

GP phone messages

It is practice policy that telephone calls from patients will not be put through to the GP while they are in consultation. Any messages will be forwarded to the appropriate GP via internal messaging. It is likely that the calls will not be returned until the end of the GP's session or the end of the day.

If a message is urgent or of a clinical nature, patients may speak to a practice nurse instead of the GP.

Medical records

If you would like your previous medical records sent to Your Optimal Health to continue your care, please complete our form using this link:

<https://youroptimalhealthcentre.snapforms.com.au/form/patient-transfer-form>

Under certain circumstances, we may release medical records directly to a patient with written request. Please speak to our team about our policy on releasing medical records to patients.

Should you request that your health file be transferred to another GP, a fee will apply based on a per page rate. You will be advised of this fee prior to the transfer.

Fees and payment policy

General Practice

We are a private billing practice.

Our GPs do not bulk bill.

Our Fees

Practitioner & Service	Pricing	MC Rebate
Dr Igor Tabrizian – General Practitioner		
Up to 15-minute consult	\$160	\$21.00
Up to 30-minute consult	\$265	\$38.00
Up to 45-minute consult	\$340	\$38.00
Up to 60-minute consult	\$420	\$61.00
Dr Nicola Doyle – General Practitioner		
Up to 15-minute consult	\$160	\$42.85
Up to 30-minute consult	\$265	\$82.90
Up to 45-minute consult – minimum for first appointment	\$340	\$122.15
Up to 60-minute consult	\$420	\$197.90
Adelle Gniel – Clinical Nutritionist		
Initial and Patient Intake 45 to 60 minutes	\$120	Nil
Clinical Nutrition Review	\$80	Nil

Dr Rogan Smith – Chiropractor		
Initial Consult and treatment	\$95.00	Nil
Chiropractic Review	\$65.00	Nil
Chiropractic Review Student/Concession/Pensioner Discount	\$60.00	Nil

*Please note that Medicare fees vary depending upon type of consult. If you are having a telephone or video telehealth consult, please contact our reception for eligible Medicare rebates. **Patient's that have not had a face-to-face appointment within the last 12 months are not eligible to claim Medicare.***

Payment is required on the day of the consultation and can be made by cash, EFTPOS or credit card (excluding Amex, Diners Club). If accounts remain overdue, we will require pre-payment for future appointments.

Services not covered by Medicare are privately billed e.g. IV Therapy. Fees vary due to the length and complexity of a consultation and are determined by the individual GP.

We do not accept NDIS/Workcover/DVA and motor vehicle accident (through insurance) payments. Patients are required to pay a private fee and claim directly through these agencies directly.

Overseas patients must pre-pay appointments. An invoice will be sent prior.

Any outstanding payments/debt are handled by a debt recovery agency and additional administration fees may be charged.

Our afterhours medical care provided through 13 74 25 (13SICK, National Home Doctor Service) is bulk billed through Medicare.

Informed consent

All patients are informed of the purpose, importance, benefits, risks and possible costs of proposed investigations referrals or treatments, including medicines and medicine safety.

We believe that patients need to receive sufficient information to allow them to make informed decisions about their care.

Our doctors and staff have a professional obligation to ensure that our patients understand any verbal or written information.

Patients who do not speak or read English or who are more proficient in another language, or who have special communication needs are offered the choice of using the assistance of a recognised service to communicate with the doctor or clinical team members.

The clinical team uses information that is clear and given in a format that is easy to understand, with verbal information supported by a diagram with explanation, brochure, leaflet or poster, electronic information or website referral.

The patient's competence to give consent is ascertained by establishing whether the patient is able to understand, retain and weigh the information they have been given to arrive at an informed choice. Such a process is applied to all adults, mature minors, intellectually and mentally impaired patients, guardians or persons with power of attorney for a patient.

In situations where patients are dependent on a third party for their ongoing care, we recognise the importance of providing all appropriate information to the carer.

There is no coercion by our doctors, nurses or other allied healthcare workers. Our patients can choose to reject their advice or seek a second opinion. A patient's refusal of treatment is documented in their medical record.

Patients have the right to seek opinions from other healthcare providers. This will be documented in their medical record but will not affect the care of the patient.

Ethical dilemmas and open disclosure

Our clinical team has clinical meetings and discusses ethical dilemmas with other clinicians.

We also support open disclosure which refers to an open discussion with a patient about any incident that resulted in harm to that patient while receiving healthcare from us. The patient's family, carer and/or support person is included in these discussions where appropriate.

Assistance animals

Any assistance animals are welcome into the clinic. An assistance animal is legally defined under Commonwealth legislation as "a dog or other animal that is: is accredited under a State or Territory law to assist a person with a disability to alleviate the effects of disability; or is accredited by an animal training organisation prescribed in the regulations."

Patient feedback and complaints

If you have any concerns about the medical services provided to you by Your Optimal Health, please speak to the Practice Manager.

Feedback can also be provided via the website youroptimalhealth.com.au

Once received, feedback will be forwarded onto the Practice Manager, and you will receive a phone call and/or a written response within 14 working days.

If you are unhappy with how we have managed your feedback you may choose to contact Disability Services Commissioner.

The Disability Services Commissioner is an independent oversight body resolving complaints and promoting the right of people with a disability offering an impartial resolution service for complaints relating to health, disability and mental health services in Victoria.

Website: <https://odsc.vic.gov.au/>

Call: 1800 677 342

To make a complaint

Health Complaints Commissioner

1300 582 113 or hcc.vic.gov.au to complete an online complaints form.

AHPRA

1300 361 041 or email notifications@ahpra.gov.au

Electronic communications

Your Optimal Health adheres to the Australian Privacy Principles (APPs) when communicating via electronic means, to ensure the communication of health information is adequately safe and secure.

Patient consent must be provided and recorded on the patient file prior to the use of electronic communications, due to the risks involved when communicating via electronic means. Your Optimal Health advises it is not possible to guarantee that electronic communications will be private.

Using electronic communication means such as email is only for non-urgent administrative requirements only. The practice will endeavour to reply to any emails within 48 hours. Patients are requested to contact the practice by telephone for any urgent matters, patient bookings, cancellations, messages for health practitioners or requests for medical reports.

You may not receive a reply if your email is regarding one of the following:

1. **Clinical Questions.** All questions via telephone or email which relate to your healthcare needs must be dealt with during your appointment with the doctor. This is due to the overwhelming queries that we receive via email and for the safety of our patients, this has to be addressed via a consult through our clinicians.
2. **Script/Referrals/Letters/Forms.** The prescription/letter/forms will be prepared after hours and a fee of \$50 will be charged. Please specify in your emailed request that you are aware of this fee. We will contact you for payment of this fee prior to the script or referral being sent to you. Email these requests to info@youroptimalhealth.com.au