

IMPORTANT INFORMATION for PATIENT ACKNOWLEDGEMENT

Welcome

Thank you for choosing Nepean Specialist Group. Our goal is to provide exceptional specialist care in a professional, respectful and efficient environment. To help us deliver the highest standard of care, please read the following information carefully.

By attending your appointment and signing the Patient Registration Form (electronically or on paper), you acknowledge that you have read, understood and agree to the following.

Fees and Payment

- Consultation and investigation fees vary between practitioners, clinic location and appointment types.
- Fees are payable on the day of your appointment unless alternative arrangements have been agreed with the practice prior to your appointment.
- Medicare rebates and bulk billing are determined by Medicare, not Nepean Specialist Group. We cannot guarantee Medicare will approve or pay any rebate.
- If Medicare, WorkCover, TAC, DVA or any other third party declines or reduces payment for any reason, you agree to pay the outstanding balance.
- Accounts issued by the practice must be paid by the due date shown on the invoice or the agreed date. Failure to pay at the agreed time will result in interest charges of 15% per annum, calculated daily.

Medicare Eligibility

Some Medicare services can only be claimed within specified timeframes.

If you have previously undergone the same or a similar consultation or investigation elsewhere and Medicare rejects payment because you did not advise us beforehand or because Medicare determines the service is not eligible for rebate, you agree to pay the applicable consultation or investigation fee.

If you are unsure whether you have recently undergone a similar investigation, please discuss with our reception staff BEFORE your appointment.

Referrals

To claim Medicare benefits, a valid referral must be held by the practice before your appointment. It is your responsibility to ensure your referral:

- has not expired
- has been received by our practice
- has been issued by a practitioner who is still consulting from the medical practice named on the referral.

If a valid referral cannot be produced before your appointment, Medicare rebates may not be available and you accept responsibility for payment of the private fee related to your consultation or test/investigation.

Appointment Cancellations or Missed Appointments

Specialist appointments are reserved exclusively for you. We require at least 24 hours' notice if you need to cancel or reschedule your appointment.

Failure to provide adequate notice or failure to attend may result in:

- a cancellation or administration fee (where applicable)
- a deposit being required before future appointments
- future consultations no longer being bulk billed
- future appointments being declined at the discretion of Nepean Specialist Group.

Failure to confirm your appointment by responding to our SMS reminder service or phone calls from our staff may result in your appointment being offered to a waitlisted patient.

Results and Follow-up

It remains your responsibility to attend recommended follow-up appointments to discuss your results and ongoing management unless your specialist advises otherwise. Please do not assume that "no news is good news."

Courtesy and Respect

Nepean Specialist Group is committed to providing a safe and respectful environment for patients, visitors and staff.

Aggressive, abusive or threatening behaviour towards our doctors or staff will not be tolerated and may result in the termination of the practitioner-patient relationship.

PRIVACY INFORMATION and CONSENT

Nepean Specialist Group is committed to protecting your privacy in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles and applicable health records legislation.

To provide you with safe, effective and coordinated healthcare, we collect personal and health information relevant to your treatment.

We may collect information including:

- personal and contact details
- Medicare, DVA and health fund information
- medical history
- medications
- allergies
- investigation results
- referral information
- correspondence from other healthcare providers.

We use your information to:

- provide specialist medical care
- arrange investigations and treatment
- communicate with your referring doctor and other treating practitioners
- process Medicare and health fund claims
- manage appointments and administration
- comply with legal and regulatory obligations
- undertake quality improvement, accreditation and education activities.

Your information may be disclosed to:

- your referring practitioner
- other specialists involved in your care
- pathology and radiology providers
- hospitals
- allied health practitioners
- Medicare, DVA, WorkCover and/or TAC
- medical indemnity insurers where required
- government agencies where required by law.

Where practical, information used for education or quality improvement is de-identified.

We may contact you by or your next of kin or emergency contact via:

- SMS
- telephone
- voicemail
- email

regarding appointments, results (where appropriate), recalls, billing or other matters relating to your healthcare.

We may disclose information without your consent where permitted or required by law, including:

- emergencies
- serious threats to life, health or safety
- mandatory reporting obligations
- subpoenas or court orders
- communicable disease notification
- suspected abuse
- other circumstances authorised by law.

Your Rights

You may request access to your health information in accordance with applicable privacy legislation.

You may also request correction of inaccurate information or advise us of restrictions you wish to place on disclosure of your health information, where legally permissible.

By signing the Patient Registration form, you acknowledge that you have read and understood this Privacy Consent and consent to Nepean Specialist Group collecting, using and disclosing your personal information for the purposes outlined above.