

## PRACTICE INFORMATION

Welcome to Integrative Health Solutions, established in 2015. Our clinic aspires to provide an integrative approach to health care and a proactive approach to wellness. All efforts have been made where possible, to provide an environment for our patients that is mindful of sensitivities and promotes healing. New patients are welcome and we are pleased to be able to assist you with all of your health care needs.

### Practice Hours

|                  |                 |                  |        |
|------------------|-----------------|------------------|--------|
| Monday – Friday: | 7.30am – 8.30pm | Sunday:          | Closed |
| Saturday:        | 8.00am – 4.00pm | Public Holidays: | Closed |

### Doctors Hours

*(May be subject to variation – Bold font denotes alternate weeks)*

| Practitioner       | Monday       | Tuesday     | Wednesday   | Thursday    | Friday               | Saturday                   |
|--------------------|--------------|-------------|-------------|-------------|----------------------|----------------------------|
| Dr Sinclair Bode   | 7.30 – 5.00  | 7.30 – 6.00 | 7.30 – 5.15 | 7.30 – 5.15 |                      | <b>8.00 – 4.00 (mthly)</b> |
| Dr Kerry Harris    |              | 8.30 – 6.15 | 8.30 – 6.00 | 8.30 – 6.15 | 10.00 – 8.30         | <b>9.30 – 1.30 (alt)</b>   |
| Dr Emmanuel Afari  | 8.15 – 7.15  | 8.30 – 1.00 | 8.30 – 8.30 |             | <b>7.30-1 / 7.00</b> | <b>8.00 – 4.00 (alt)</b>   |
| Dr Poaul Zwarts    | 8.00 – 6.00  | 8.30 – 8.30 | 8.30 – 6.00 | 8.30 – 6.00 |                      | <b>8.00 – 1.30 (alt)</b>   |
| Dr Cameron Day     | 9.00 – 5.00  | 9.00 – 5.00 |             | 8.30 – 4.30 | <b>9.00 – 5.00</b>   |                            |
| Dr Ania Kritzinger | 10.00 – 5.30 |             | 8.30 – 3.30 |             | 9.00 – 4.00          |                            |
| Dr Paulyn Pole     | 8.30 – 6.30  | 8.30 – 6.30 |             | 8.30 – 8.30 | 8.30 – 6.00          |                            |
| Dr Jonathan Meyer  | 9.00 – 6.00  |             | 9.00 – 6.00 |             | 9.00 – 7.00          | <b>8.00 – 4.00 (mthly)</b> |
| Dr James Paltridge |              | 8.30 – 5.45 | 8.30 – 6.15 | 8.30 – 5.45 | 10.00 – 8.00         |                            |
| Dr Amy Gavin       | 8.30 – 7.00  | 8.00 – 6.30 |             | 8.30 – 7.00 | 8.00 – 6.30          |                            |
| Infusion Clinic    | 8.30 – 12.30 | 2.00 – 6.00 | 8.30 – 1.00 | 2.00 – 6.00 | 8.30 – 1.00          |                            |

### Doctors

The diverse team of Independent Practitioners at Integrative Health Solutions value evidence-based medicine. They have undertaken additional training in a diverse array of interest areas and benefit from a team approach where appropriate. Each Doctor has their own methods of practice, however their aim is the same: to provide the highest standard of patient care whilst incorporating a holistic approach toward diagnosis and management of illness. New patient availability and wait times vary among the doctors.

### Our Staff

|                        |                    |                        |                   |
|------------------------|--------------------|------------------------|-------------------|
| Practice Manager       | Britt Wilson       | Senior Clinical Nurse  | Jo Krupa          |
| Reception / Accounts   | Helen Roberts      | Senior Reception       | Tanya Rohrlach    |
| Senior Reception       | Yvette Benham      | Reception              | Gillian Tsiavlis  |
| Reception              | Amanda Williamson  | Reception              | Michaela Phillips |
| Reception              | Ruby Cyganov       | Reception              | Georgia Thompson  |
| Reception              | Natasha Snowball   | Reception              | Isabelle Despoja  |
| Reception              | Annie Van Eyk      | Reception              | Chloe Gorman      |
| Reception              | Ann-Maree Lewis    | Care co-ordinator / RN | Honni Whitlock    |
| Care co-ordinator / RN | Jasmina Belicevska | Care co-ordinator / RN | Rebecca Mainprize |
| Care co-ordinator / RN | Jacqui Fisher      | Care co-ordinator / RN | Lindsay Thomas    |
| Care co-ordinator / RN | Susan McCallum     |                        |                   |

**Integrative Health Solutions. 13 Laffers Road, Belair SA 5052. Phone: (08) 7231 1628. Fax: (08) 7109 0028**

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Dr Sinclair Bode. Dr Kerry Harris. Dr Cameron Day. Dr Emmanuel Afari. Dr Paulyn Pole. Dr Ania Kritzinger.

Dr Poaul Zwarts . Dr Jonathan Meyer . Dr Amy Gavin . Dr James Paltridge

**Our Allied Health Team (bold denotes alternating, \* denotes monthly)**

| Practitioner        | Practitioner Type              | Monday      | Tuesday      | Wednesday    | Thursday     | Friday      | Saturday             |
|---------------------|--------------------------------|-------------|--------------|--------------|--------------|-------------|----------------------|
| Junji Takarabe      | Acupuncture                    | 9.30 – 6.00 |              |              | 9.30 – 6.00  | 9.30 – 6.00 | <b>9.30-12.30</b>    |
| Ulyana Michailov    | Acupuncture / Chinese Medicine |             | 2.00 – 5.00  |              |              |             |                      |
| Lincoln Cotton      | Chiropractic                   |             | 9.00 – 6.30  |              | 9.00 – 7.00  |             |                      |
| Carly Astill        | Counselling – Adolescent       |             |              |              | 9.30-2.30    |             |                      |
| Cleo Stevenson      | Counselling / Psychotherapist  | 9.00 – 6.00 |              |              |              |             | <b>9.00 – 1.00 *</b> |
| Kirrilly Chambers   | Diabetes Educator              |             | 10.00 – 7.00 |              |              |             |                      |
| Emma Sanders        | Dietitian                      |             | 2.30 – 8.00  |              |              |             |                      |
| David Crisci        | Naturopath                     | 3.30 - 7.00 |              | 10.00 - 2.00 |              |             |                      |
| Sonia Tzerefos      | Naturopath (GAPS)              |             |              | 9.30 – 6.00  | 9.30 -6.00   |             |                      |
| Sangeeta Sharda     | Physiotherapy (Women's health) |             | 10.00 – 2.00 |              |              |             |                      |
| Christian McCormack | Podiatry                       |             | 1:40 – 7:00  |              |              |             | 8:00 – 1:00          |
| David Waters        | Remedial Massage / Reflexology |             | 9.00 – 12.00 | 9.00 – 7.00  |              | 9.00-12.00  | 9.00 - 1.00          |
| Sarah Trangmar      | Massage/Kinesiology/Lymphatic  | 10.00-6.00  | 1.00 - 6.00  |              | 10.00 - 6.00 | 1.00 - 6.00 |                      |
| Michael Tlauka      | Psychology                     |             | 8.00 – 5.00  | 8.00 – 5.00  |              | 8.00 – 5.00 |                      |
| Voula Antoniadis    | Psychology                     |             |              |              |              | 9.00 – 6.00 |                      |

### Appointments

Consultations at this practice are by appointment only, although every effort is made to accommodate urgent matters and walk in patients. Appointment lengths may vary, depending on the practitioner and the type of consultation that you require. Our reception team can help you determine the time required.

### New patient appointments

We welcome new patients to the practice. Initial appointments with a GP, an allied or complementary health practitioner may be booked over the phone, or online through the practice website. Initial appointments with an Integrative doctor are booked by the new patient co-ordinator. The request will be triaged based on the enquiry form provided and they will phone to arrange a suitable time for you, generally within 48 hours. You can expect to see a care co-ordinator first to ensure all of your health information is entered for the doctor. The doctor's appointment will directly follow and generally takes approximately 45 mins. It is essential that you attend the practice in person on your first and second visit.

### Subsequent appointments

Subsequent appointments can be booked online from the practice website, or over the phone. These will vary in length depending on the type of appointment / service / treatment that you require. This may be anywhere between 15 – 60 mins. Our team can help you to determine how much time to allow.

As squeezing in extra patients can cause our doctors to run late, if more than one family member requires an appointment, please notify reception so that an additional appointment can be made.

### **Urgent appointments**

Although the doctor's may be heavily booked, the practice will make every effort to accommodate patients with urgent problems. The doctors do reserve on the day appointments for acute problems and will do their best to help you. Please speak to our friendly reception team if your matter is urgent.

### **Telephone / Telehealth appointments**

We are pleased to offer phone consults for brief matters, or Telehealth consults for more complex concerns. The gap depends on both time and content and the fees remain the same, irrespective of the type of consultation. **Please be aware Medicare will not provide a rebate if you have not been seen in person in the clinic in the last 12 months.** Payment details are provided at the time of booking and payable in full at the completion of your appointment. Any relevant forms, scripts, or referrals will be sent electronically. If you have registered with our clinic for MyMedicare, longer phone & telehealth consultations are available.

### **Home visits**

We ask that patients make every effort to attend the surgery for consultations. When this is not possible due to distance, disability, or chronic illness, our practice may offer home visits, or telephone consultations. Home visits can be facilitated at the doctor's discretion for regular patients residing within a reasonable distance to the practice and where your condition prevents you from attending.

### **Billing Policy**

Integrative Health Solutions is not a bulk billing practice, although bulk billing is available for children ten years and under, with some of our GPs. Private fees apply and payment is required on the day of your appointment. A full list of fees for our practitioners is available on the website and in the waiting room. Instant rebates may be available for consultations with your GP when you provide your current Medicare details and an EFTPOS card. For Allied and Complementary practitioners, rebates may apply through Medicare, NDIS, or your private health fund. A fee reduction is provided to concession card holders when a valid card is presented at the time of billing. If you are facing a time of extreme financial hardship, please speak to your practitioner. IHS is a cashless practice, payments should be made by visa or Mastercard.

### **Cancellation / Confirmation Policy**

We are conscious of minimising the wait times for our patients. We aim to achieve this by providing appointment reminders using SMS, adhering to a cancellation policy and limiting new patients as required. In order to respect each other's time, we ask that you make every effort to confirm your appointment. For your initial consultation, confirmation is required to hold the appointment. The practice has a cancellation list and will endeavour to contact you in the event of a cancellation. If you do need to cancel your appointment, we ask that you provide 48 hours' notice, so it can be offered to another patient. **Failing to attend, or to provide 24 hours' notice of a cancellation, may result in a cancellation charge, of the full fee.**

### **Communication Services**

Our practice is able to arrange free telephone, or in-person interpreters through the Translating and Interpretive Service. The National Relay Service is also available for people who are deaf, or have a hearing or speech impairment. Please notify staff over the phone or by email, should you require this.

### **Communication / Telephone Policy**

Our staff are here to assist you with your enquiries. If you need to speak to your practitioner non-urgently, they generally require an appointment be made. A message may be taken where appropriate. If your matter is urgent, you will be triaged appropriately by staff and you may be put through to a practice nurse.

## Email Policy

Email communication is discouraged, as it compromises our privacy policy and cannot be sent through a secure network. Our practice is happy to answer non-urgent administrative matters via email, but advise that these emails are checked intermittently. Please be aware that emails are received and sent via an unencrypted network. **We ask that you phone the clinic directly, if your matter is urgent.**

## Repeat Prescription Policy

Repeat prescriptions may be requested online via the practice website. If the request is for a prescription that has been previously issued by this practice, is taken on an ongoing basis and you have been seen in the past six months, the doctor may re-issue a script at their discretion. A script fee will apply for all repeat prescriptions provided without an appointment. The script can be either collected, or sent electronically. If required, scripts can be given to Infinity Pharmacy & they can mail out your medications for a small fee.

## Engaging with other services

To assist in providing coordinated care, our clinic maintains a directory of local health related services and an ongoing professional relationship with many of these providers. If required, your GP will provide sufficient information (referral) to plan and facilitate optimal patient care with another provider. Requests for referrals will require an appointment with a doctor. In some instances (pap smears, vaccinations), your health information may be forwarded to National / State Reminder Systems, or registers. By signing our patient registration and collection of information forms, you will be consenting to the above.

## Management of patient health information and privacy

Our practice is committed to maintaining the confidentiality of your health information. It is our policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. For more details, please ask to see our privacy policy.

## Test Results

We understand that receiving test results is an important part of your treatment. **Our policy is that patients schedule an appointment with their doctor to receive and discuss all test results.** This ensures that the results are properly communicated and appropriate action can be taken. In some situations, a doctor may make other arrangements for communicating results. However, our team cannot provide results over the phone.

It should not be assumed that the practice would notify patients of all of their test results. If a result requires follow up, you will be contacted to arrange an appointment. If the result is urgent, it will be dealt with accordingly. Please ensure that your contact details are up to date, to facilitate expedient recalls.

In many cases, even normal results when viewed in context can provide the practitioner with a great deal of information. It is strongly advised that a follow up appointment be made when you finish your consultation, or when you have organised the tests. This will minimise your wait time to review the results.

## Reminder System

We are committed to preventative healthcare, as are our patients. For this reason, reminders may be sent to you on occasion offering preventative health services appropriate for you. If you do not want to be part of this service, please opt out via the link provided, or speak to our team to discuss this further. However please remember that prevention is better than cure and we strongly recommend you take advantage of these preventative health checks when offered to you. Opting out will remove these options for you.

## Practice Nurse

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Integrative Health Solutions employs a team of practice nurses to assist you. You can book an appointment with a practice nurse to provide childhood immunisations, injections, vaccinations and other clinical interventions. They also provide preventative health care and education with no gap. Book your care plans, health assessments and heart health checks or infusions with our nursing team. The nurse can also assist you with minor clinical queries, triage, or to confirm if all of your test results have returned.

### **Integrative Medicine**

Some of the diagnostic testing, treatments and products administered and recommended by our doctors may be considered outside of the parameters of conventional medicine in Australia. These fall under the category of natural, complimentary and / or integrative medicine. These practices are supported by research and are evidence based. Your doctor recommends these tests and treatments with the utmost consideration of the individual patient needs. For the aforementioned reasons some of the tests and treatments recommended by our doctors, may not be rebatable through Medicare, or your private health insurance funds. For fee information relating to pathology testing, please contact the laboratory concerned directly. The integration of conventional and complementary medicine is at the forefront of our practice and is achieved using ethical, safe and individual treatments.

### **Dispensary**

Infinity Wellness and Compounding Pharmacy is located within our practice. Their experienced team of pharmacists are available to assist you with any queries regarding brands, dosages or products. Infinity Wellness and Compounding Pharmacy is happy to discuss delivery options for patients where products are not readily available. They are **open from Mon-Fri: 9.00-8.00pm and sat 9.00 - 4.00pm.**

Integrative Health Solutions does not dispense supplements. Our practice may provide recommendations for supplements, doses and advice regarding brands that have previously provided positive patient outcomes and meet high standards of production. Integrative Health Solutions does stock a small amount of practitioner only injectable nutrients. Any profit derived from the sale of such stock, is used to cover administration and other costs that allow us to continue to provide these practitioners only services.

### **Pathology collection centre**



Clinical labs pathology collection centre is located within our practice and offer both functional and general pathology. They are **open Monday – Friday, from 9.00am to 1.00pm.** Bookings are not required.

### **Patient feedback**

Integrative Health Solutions welcomes your feedback. A suggestion box and feedback forms can be found in our waiting area, or you can contact the clinic by mail, or email. If for any reason you are unhappy with your care, or our service, we would appreciate being informed. Please speak to a member of our team if you have any suggestions, or are unhappy with the service you have received. If your concern is of a serious nature, please speak to your doctor, or our practice manager. We take all suggestions and complaints seriously and will respond verbally or in writing, depending on each circumstance. If you are unhappy with our response and wish to take a matter further, or feel that you would like to discuss the issue with someone outside the clinic, you can contact the Health Care Complaints Commission on 1300582113.

### **After hours Care**

For general medical care outside clinic hours, please contact one of our medical deputising services, or your local extended hours medical practice:

-  Family Home Doctors: (08) 7231 1610
-  National Home Doctors Service: 137425 (13SICK)

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**For emergency medical attention outside of clinic hours, please contact:**
**SA Ambulance Service – 000**
**A Public Hospital with an accident and emergency department, such as:**

- Royal Adelaide Hospital – 1 Port Rd, Adelaide. Ph.: 7074 0000
- Flinders Medical Centre - Flinders Drive, Bedford Park. 8204 5511
- Women's and Children's Hospital – 72 King William Road, North Adelaide. Ph: 8161 7000

**A Private Hospital with an accident and emergency department, such as:**

- St Andrew's Hospital - 350 South Terrace, Adelaide. Ph: 8408 2111
  - Ashford Hospital – 55-57 Anzac Highway, Ashford. Ph: 8375 5222
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### CONSULTATION FEES

**Consultation fees for general practitioners are dependent on both time and content.**

| Item #                            | Fee type   | Rebate     | GP       | GP GAP                                       | Int. GP  | Int.Gap  |
|-----------------------------------|------------|------------|----------|----------------------------------------------|----------|----------|
| 3                                 | Private    | \$18.95    | \$48.95  | \$30.00                                      | \$58.95  | \$40.00  |
| 3                                 | Concession | \$18.95    | \$38.95  | \$20.00                                      | \$48.95  | \$30.00  |
| 23                                | Private    | \$41.40    | \$88.40  | \$47.00                                      | \$114.40 | \$73.00  |
| 23                                | Concession | \$41.40    | \$74.40  | \$33.00                                      | \$96.40  | \$55.00  |
| 36S                               | Private    | \$80.10    | \$127.10 | \$47.00                                      | \$185.10 | \$105.00 |
| 36S                               | Concession | \$80.10    | \$113.10 | \$33.00                                      | \$150.10 | \$70.00  |
| 36L                               | Private    | \$80.10    | \$150.10 | \$70.00                                      | \$235.10 | \$155.00 |
| 36L                               | Concession | \$80.10    | \$130.10 | \$50.00                                      | \$195.10 | \$115.00 |
| 44                                | Private    | \$118.00   | \$208.00 | \$90.00                                      | \$318.00 | \$200.00 |
| 44                                | Concession | \$118.00   | \$188.00 | \$70.00                                      | \$268.00 | \$150.00 |
| 123                               | Private    | \$191.20   | \$281.20 | \$90.00                                      | \$391.20 | \$200.00 |
| 123                               | Concession | \$191.20   | \$261.20 | \$70.00                                      | \$341.20 | \$150.00 |
| New Patient Fee                   | Private    | \$118.00   | n/a      | n/a                                          | \$358.00 | \$240.00 |
| New Patient Fee                   | Concession | \$118.00   | n/a      | n/a                                          | \$288.00 | \$170.00 |
| 91891                             | Telephone  | Private    | \$41.40  | <i>Full fee is based on time and content</i> |          |          |
| 91891                             | Telephone  | Concession | \$41.40  | <i>Full fee is based on time and content</i> |          |          |
| Prolotherapy                      | Private    |            | \$65.00  | Concession                                   |          | \$45.00  |
| Platelet Rich Plasma              | Private    | 1 Tube     | \$160.00 | 2 Tubes                                      |          | \$280.00 |
| Repeat Script without appointment |            | n/a        | n/a      | \$45.00                                      | \$45.00  | \$45.00  |
| Weekend Surcharge                 | Private    |            | \$15.00  | Concession                                   |          | \$10.00  |

**Please let our friendly team know if you have any questions, concerns or feedback.**

**We are pleased to welcome you to our practice.**