



**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 – 1.00		9.30 – 6.00	9.30 – 6.00	<b>9.30-12.30</b>
Ulyana Michailov	Acupuncture / Chinese Medicine		2.00 – 4:30	1:30 – 5:30			<b>9:00 – 1:00</b>
Thy Do	Accredited Mental Health Social Worker				9.00 – 7.00	9.00 – 7.00	
Konrad Gawlik	Accredited Mental Health Social Worker						8:00 – 1:00
Lincoln Cotton	Chiropractic		9.00 – 6.00		9.00 – 7.00		
Carly Astill	Counselling – Adolescent					9.00 - 2.30	
Cleo Stevenson	Counselling / Psychotherapist	9.30 – 5.00					
Kirily Chambers	Diabetes Educator		9.00 – 7.00				
Emma Sanders	Dietitian		2.30 – 7.00				
Rob Ellinger	Hypnotherapy					9.00 – 5.00	
Wendy Gallard	Hypnotherapy		10:00 – 7:30	10:00 – 7:30			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	
David Crisci	Naturopath	3.30 - 6.00		10.00 - 1.00			
Sonia Tzerefos	Naturopath (GAPS)			9.30 – 6.00	9.30 -6.00		
Yvonne Brimson	Naturopath		9:30 – 1:00	2:00 – 7:00			
Chris Panousakis	Physiotherapy			2:00 – 7:00	2:00 – 7:00		
Luke Wheldale	Podiatry	2:00 – 7:30				<b>12:00-4:00</b>	<b>8:30 – 12:30</b>
Michelle Hurn	Psychology		9:00 – 6:00	9:00 - 5:00	9:00 - 6:00		
David Waters	Remedial Massage / Reflexology		9.00 – 12.00	9.00 – 7.00		9.00-12.00	9.00 - 1.00
Megan Troup	Remedial / Pregnancy Massage		9.00 – 2.00		9.00 – 2.00		

### 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 45–60mins. It's 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 taken 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 My Medicare, 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. However, bulk billing is available for children fifteen years and under, with the family GPs and for patients who hold a DVA Gold Card. Private fees apply and payment is required on the day of your appointment. A full list of fees for 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.

### **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. 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 may be received and sent via an unencrypted network. **If your matter is urgent, we ask that you phone the clinic directly and speak to reception.**

## 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. Please be aware that other providers you may be referred to by the practice may have their own fees. We recommend contacting them directly for further information regarding their charges.

## 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**

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, ECG's, Spirometry and 24hr+ Holter monitor. They also provide preventative health assessments, care plans, Infusions and heart health checks.

### **Other services**

Integrative Health Solutions offers a diverse range of general practice services, such as: skin checks, minor procedures, wound dressing, hormonal implants and removal (Mirena's and Implanon). In addition, the doctors have undertaken additional training in a variety of areas including: family, sports, travel, children's health, skin cancer, musculoskeletal, medicinal cannabis, nutritional and environmental medicine. The doctors provide care for acute and chronic conditions and across all stages of life to support the health and wellbeing of patients.

### **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: 9.00-6.00pm and Sat 9.00 – 12.30pm.**

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**



A Clinpath 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. Our reception team can provide you with a complaints form to complete, which will be securely forwarded to the management team or you can speak to your doctor. 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. Patients have the right, and are encouraged, to participate in decisions about their healthcare. The Australian Charter of Healthcare Rights can be found on our website, or in our brochure holder located in the waiting room.

### **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 all general practitioners are dependent on both time and content.**

Item #	Fee type	Rebate	GP	GP GAP	Int. GP	Int. Gap
23S	Private	\$43.90	\$98.90	\$55.00	\$123.90	\$80.00
23S	Concession	\$43.90	\$88.90	\$45.00	\$108.90	\$65.00
23L	Private	\$43.90	\$108.90	\$65.00	\$143.90	\$100.00
23L	Concession	\$43.90	\$98.90	\$55.00	\$123.90	\$80.00
36S	Private	\$84.90	\$159.90	\$75.00	\$194.90	\$110.00
36S	Concession	\$84.90	\$144.90	\$60.00	\$174.90	\$90.00
36L	Private	\$84.90	\$184.90	\$100.00	\$249.90	\$165.00
36L	Concession	\$84.90	\$159.90	\$75.00	\$224.90	\$140.00
44S	Private	\$125.10	\$230.10	\$105.00	\$335.10	\$210.00
44S	Concession	\$125.10	\$210.10	\$85.00	\$305.10	\$180.00
44L	Private	\$125.10	\$250.10	\$125.00	\$355.10	\$230.00
44L	Concession	\$125.10	\$225.10	\$100.00	\$325.10	\$200.00
123	Private	\$202.65	\$337.65	\$135.00	\$432.65	\$230.00
123	Concession	\$202.65	\$302.65	\$100.00	\$402.65	\$200.00
New Patient	Private	\$125.10	n/a	n/a	\$395.10	\$270.00
New Patient	Concession	\$125.10	n/a	n/a	\$345.10	\$220.00
New Patient Extended	Private	\$202.65	n/a	n/a	\$472.65	\$270.00
New Patient Extended	Concession	\$202.65	n/a	n/a	\$422.65	\$220.00
91891 Telephone	Private & Conc.	\$43.90	<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	\$45.00	n/a	\$45.00	n/a
Weekend Surcharge	Private	n/a	\$20	n/a	\$25	n/a
Weekend Surcharge	Concession	n/a	\$15	n/a	\$20	n/a

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

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

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**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 Cam Day . Dr Paulyn Pole . Dr Emmanuel Afari . Dr Ania Kritzinger  
Dr Jonathan Meyer . Dr Melissa Roberts . Dr Shawn O'Donnell . Dr Maddy Jones . Dr Josh Ariens. Dr Tenayah Renshaw