

PRACTICE INFORMATION

Welcome to Integrative Health Solutions, established in 2015. All efforts have been made where possible, to provide an environment for our patients that is mindful of sensitivities and promotes healing. We aim to provide patients with an integrative approach to medicine and a proactive approach to wellness.

Practice Hours

Monday – Thursday:	8.30am – 7.30pm	Friday:	8.30am – 7.00pm
Saturday:	8.30am – 12.30pm	Sunday:	Closed

Doctors Hours

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

Practitioner	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dr Sinclair Bode	8.30 – 5.30	8.30 – 5.30	8.30 – 5.30	8.30 – 5.30		8.30 – 11.30
Dr Kerry Harris	8.30 – 5.30		8.30 – 6.00	8.30 – 5.00	8.45 – 5.00	8.30 – 11.30
Dr Emmanuel Afari	8.00 – 6.30	8.00 – 1.00	8.00 – 6.30		8.00 – 6.30	8.30 - 12.00
Dr Poaul Zwarts		8.30 – 6.00	8.00 – 5.45	8.00 – 5.45	8.00 – 5.45	8.15 – 12.00
Dr Cameron Day	9.00 – 4.30	9.00 – 4.30		9.00 – 4.30		
Dr Ania Kritzing	10.00 – 5.00		8.30 – 3.00		9.00 – 4.30	
Dr Paulyn Pole	8.30 – 6.00	8.30 – 6.00		8.30 – 6.00	8.30 – 5.30	
Dr Margaret Taylor		2.00 – 5.30	2.00 – 5.30	2.00 – 5.30	2.00 – 5.30	
Infusion Clinic	8.30 – 12.30	2.00 – 6.00	10.00 – 2.00	2.00 – 6.00	8.30 – 12.30	

Doctors

The Doctors at Integrative Health Solutions are qualified General practitioners, who have undertaken additional training in their particular areas of interest. These include: Lifestyle, Environmental and Nutritional Medicine, musculoskeletal medicine, children's health, mental health, women's health, sports medicine, chronic disease management, Medicinal Cannabis and injectable nutrients to name a few. 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. We welcome new patients and are pleased to assist you with all of your health care needs.

Our Staff

Practice Manager	Britt Wilson	Reception / Accounts Officer	Helen Roberts
Senior Reception	Tanya Rohrlach	Senior Reception	Yvette Benham
Reception	Gillian Tsiavlis	Reception	Michaela Phillips
Reception	Amanda Williamson	Reception	Ashlyn Skinner
Reception	Olivia Franze	Reception	Ruby Cyganov
Senior Clinical Nurse	Jo Krupa	Care co-ordinator / RN	Honni Whitlock
Care co-ordinator / RN	Taylah Marafioti	Care co-ordinator / RN	Marie Bassett
Care co-ordinator / RN	Jess Rollings	Care co-ordinator / RN	Kivi Su

Our Allied Health Team

Practitioner	Practitioner Type	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Junji Takarabe	Acupuncture	9.30 – 6.00			9.30 – 6.00	9.30 – 6.00	9.30-12.30
Kirily Chambers	Diabetes Educator		2.00 – 7.00				
Lincoln Cotton	Chiropractic		9.00 - 12.30		9.00 - 7.00		
Stephanie Howard	Podiatry			2.00 – 6.30		9.00-2.00	
Cleo Stevenson	Counselling / Psychotherapist		2.00 - 6.00				9.00 - 1.00
David Waters	Remedial Massage / Reflexology		9.00 – 12.00	9.00 – 7.00		9.00-12.00	9.00 - 1.00
Carly Astill	Counselling – Adolescent / Child					9.30-2.30	
Sonia Tzerefos	Naturopath (GAPS)			9.30 – 6.00	9.30 -6.00		
David Crisci	Naturopath	3.30 - 7.00		10.00 - 2.00			
Sarah Trangmar	Massage/Kinesiology/Lymphatic	10.00-6.00	12.00 - 6.00		10.00 - 6.00	1.00 - 6.00	
Louise Webster	Clinical Hypnotherapy	12.00-7.00		9.00 – 4.00		10.00-3.00	
Jolyn Johal	Dietitian						8.30-1.00
Ellen Bates	Osteopath				8.00 – 1.00		8.30 – 1.00

Appointments

Consultations at this practice are by appointment only, although every effort is made to accommodate urgent matters. Appointment lengths may vary, depending on the practitioner that you see and the type of consultation that you are having. Our reception team will inform you of 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 – 45 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. Dr Natrass does reserve on the day appointments for acute problems and will endeavour to fit you in. 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 clinic in the last 12 months. Please phone our reception team to process your account at the completion of your appointment. Any test requests, scripts, referrals, results, or notes generated from these consultations will be emailed to you following receipt of your payment.

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 doctors discretion for regular patients residing within a reasonable distance to the practice and where your condition prevents you from attending.

Cancellation / Confirmation Policy

We are conscious of minimising the waiting times for our patients. We aim to achieve this by providing appointment reminders using SMS or email, 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, the practice requires confirmation to hold the appointment. The practice has a cancellation list for new patients 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 on our waiting list. **Failing to attend, or to provide 24 hours' notice of a cancellation, may result in a cancellation fee that equates to the full appointment charge.**

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 happy to assist you with your enquiries. If you need to speak to your practitioner non-urgently, they would prefer an appointment be made. Alternately, staff can leave a message for your doctor to return at their earliest convenience. If your matter is urgent, you will be put through to a practice nurse.

Email Policy

Email communication is generally 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 through Health Engine. 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 mailed, faxed to your local pharmacy or filled on site at Infinity Wellness and Compounding Pharmacy. If required Infinity Pharmacy can also 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 your 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

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. 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 let us know.

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 immunisations, injections, care plans, vaccinations, or infusions. The nurse can also assist you with minor clinical queries, triage, or to confirm if all of your test results have returned.

Billing Policy

Integrative Health Solutions is not a bulk billing practice. Private fees apply and payment is required on the day of your appointment. A full list of fees for our doctors, allied health practitioners and complementary therapists, is available on our website, or in the waiting room. Instant rebates may be available for consultations with your doctor when you provide your current Medicare details and an EFTPOS card. A significant fee reduction is provided for concession card holders when a valid card is presented to reception at the time of billing. For Allied Health and Complementary Therapy consultations, rebates may apply through Medicare, or your private health fund. If you are facing a time of extreme financial hardship, please discuss this with your practitioner.

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: 9.00-6.00pm and sat 9.00 - 12.00pm.**

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)

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

CONSULTATION FEES

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

Item #	Time	Fee type	Rebate	GP	GP GAP	Int. GP	Int.Gap
3	0 - 5 mins	Private	\$18.20	\$48.20	\$30.00	\$53.20	\$35.00
3	0 - 5 mins	Concession	\$18.20	\$38.20	\$20.00	\$43.20	\$25.00
23	0-19 mins	Private	\$39.75	\$86.75	\$47.00	\$102.75	\$63.00
23	0-19 mins	Concession	\$39.75	\$72.75	\$33.00	\$86.75	\$47.00
36S	20-29 mins	Private	\$76.95	\$123.95	\$47.00	\$156.95	\$80.00
36S	20-29 mins	Concession	\$76.95	\$109.95	\$33.00	\$131.95	\$55.00
36L	30-39 mins	Private	\$76.95	\$146.95	\$70.00	\$206.95	\$130.00
36L	30-39 mins	Concession	\$76.95	\$126.95	\$50.00	\$171.95	\$95.00
44	40 mins +	Private	\$113.30	\$203.30	\$90.00	\$263.30	\$150.00
44	40 mins +	Concession	\$113.30	\$183.30	\$70.00	\$223.30	\$110.00
New Patient Fee		Private	\$113.30	n/a	n/a	\$303.30	\$190.00
New Patient Fee		Concession	\$113.30	n/a	n/a	\$243.30	\$130.00
91891	Telephone	Private	\$39.75	Full fee is based on time and content			
91891	Telephone	Concession	\$39.75	Full fee is based on time and content			
Prolotherapy		Private		\$65.00	Concession		\$45.00
Platelet Rich Plasma		Private	1 Tube	\$150.00	2 Tubes		\$270.00
Script / Referral without appointment			n/a	n/a	\$45.00	\$45.00	\$45.00

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

We are pleased to welcome you to our practice.