

Gladstone NEM

Thank you for your recent request for a NEM appointment with Dr Barb Panitz, MBBS, DRANZCOG (ADV), FRACGP, FARGP, Grad Dip Rural GP.

As the saying goes, “Rome wasn’t built in a day”, and regaining health after a period of ill - health will take time. It is important to understand that this is “slow medicine”, I take time to understand your problem and to empower you to understand your health problem as well, but, at the end of the day, it is up to you to make the changes and to invest your time in to the healing process.

Nutritional changes, emotional and physical awareness, and perhaps the use of nutritional supplements, to aide your recovery, will all help you on your journey to good health.

The Process:

To begin this process, there are a few documents that will require your attention:

- **Gladstone GP Superclinic Privacy Policy**
- **General Consent Form**
- **Medical Fees Policy**
- **Health Questionnaire** (Hey! For adults and Hey Kids! For children, available on website or through GGPSC reception).

(It is important that you read and acknowledge the documents)

[Privacy information - Gladstone GP Superclinic](#)

All GP’s and staff will take steps to ensure that patients can discuss issues relating to their health, and that the GP can records relevant personal health information, in a private setting where unauthorized people cannot access the information.

For example: GP’s will ensure that consultations are conducted in a manner that prevents conversation from being overheard. Staff will not enter a consultation room during a consultation without knocking or otherwise communicating with the GP. Staff, registrars

and students should not be present during the consultation without prior permission of the patient.

Staff while at the front desk, will ensure that they use their voice in moderation so as any patients in the waiting room cannot hear what they are saying, whether to another patient or other members of staff. Patients with hearing difficulties should be taken to another room, out of hearing range of other patients.

GP's and staff will ensure that personal health information is disclosed to third parties only where consent of the patient has been obtained. An exception to this rule occurs when the disclosure is necessary to manage a serious and imminent threat to the patient's health or welfare, or is required by law.

GP's will explain the nature of any information to be provided to others about the patient, for example, in letters of referral to hospitals or specialists. If appropriate the letter may be shown to the patient. In terms of a referral letter, patient consent is implicit in their agreement to take the letter to the hospital or specialist.

GP's and staff will only disclose to third parties that information which is required to fulfil the needs of the recipient.

These principles also apply to the personal information provided to a treating team and available, eg, via an Intranet.

Non-clinical staff will limit their access to personal health information to minimum necessary for the performance of their duties. Aggressive patients will not be tolerated at our practice and will be escorted off the premises.

Consent information

Further to the collection of information, Gladstone NEM requires that you understand:

- Some of the accessory functional pathology tests, performed by independent laboratories may be used as accessory tools to outline treatment and products by practitioners at Gladstone NEM, which may be outside of the parameters of orthodox medicine in Australia.
- These tests, treatments and products fall in to the category of Natural or Complementary Medicine.
- These individual laboratory tests, treatments and products are supported by empirical knowledge and in many cases by research data.
- That these tests, treatments and products are widely and successfully used by Integrative Medical Practitioners in Medical Centres in Australia and Overseas.
- Some diagnostic tests and treatments offered at Gladstone NEM are not covered by Medicare or Private Health Insurance Funds
- All Gladstone NEM Practitioners are members and active participants of their professional colleges.
- Due to the unpredictable nature of health clinics, Doctors and Health Practitioners sometimes run behind. We regret any inconvenience caused to Patients when your appointment is delayed.

I _____ have read and understand all the information sent by Gladstone NEM and received by me. I confirm that I am attending Gladstone NEM at the Gladstone GP Superclinic of my own free will and consent and exercise my right to discuss and choose any useful and suitable treatments made available to me. I understand I will be privately billed for all consultations with Dr Barbara Panitz relating to specialised General Practice. I further understand that it is my choice as to what information I provide and that withholding or falsifying information might act against the best interests of my assessment and therapy progress. I consent to communication by telephone, SMS and email. Y/N

Signed _____ Print Name: _____ / / _____

Witness

Signed _____ Print Name: _____ / / _____

Medical Fees Policy:

Full payment is expected at the end of each consultation. Cash, eftpos and Credit Cards are accepted. Medicare rebates are applicable to your normal consultation visits and can be claimed on the day with payment via Eftpos/ Medicare Easy Claims.

Telephone, Skype or other forms of consultation (when necessary) will be charged at the standard rate and are non-claimable through Medicare or private health funds.

On confirmation of your appointment our Cancellation Policy applies:

Cancellation Policy

If you wish to change or cancel an appointment, please give 48 hours notice.

Patients WILL be charged the entire fee for Consultations that are cancelled less than 24-hours of the appointed time. FAILURE to provide notice of non-attendance will also incur the full consultation fee. We consider our time with you as a privilege to help you, and request you give the same consideration. Appointments which are cancelled within 24-48 hours will be charged 50% of structured fee.

Patients who change or miss two appointments for which they fail to give appropriate notice will no longer be provided with services by Gladstone NEM. please note: there is NO Medicare rebate (refund) associated with broken appointment fees.

I _____ Have read and understood the information as detailed, and agree to the terms outlined above.

Signed: _____ . ____/____/____

Pre-reading of Hey! And/or Hey Kid! Questionnaire:

The questionnaires are a comprehensive approx. 10 page document about your history.

The information requested in this document as it pertains to your health makes up the first part of your assessment. Options are to fill it in prior to your consultation, and forward it to ggpsc@ggpsc.com or in person at ggpsc reception at least 1 week prior to your appointment so that Dr Panitz has time to peruse the information and incorporate it to your GGPSC Medical File. This also gives her an opportunity to think about your case ahead of meeting you. If you choose this option, Dr Panitz will bill for this service (no Medicare rebate).

If you choose not to use this option, but instead, bring the form with you to your appointment or not use the form at all, then these data- entry tasks will be incorporated in to your first appointment, and there will be less time available to move forward with planning your health, which is ok, it just means we will need more face to face time / appointments to get to the same point.

I request that Dr Panitz peruse my medical history prior to my appointment and I understand that there will be a fee associated with this service:

Yes ___ No___

Signed _____ . ___/___/_____

Thank you for returning these completed forms to Gladstone NEM at the Gladstone GP Superclinic. Your appointment will be confirmed upon receipt of these documents.