



General Office Policy

1. Appointments

Routine

Staff provide appointments on a first come/first served basis. We do not keep a cancellation list, but we welcome patients calling from time to time to see if an earlier appointment may be available.

Urgent

Patients with urgent problems will be accommodated. We will do our best based upon the history that patients provide, to ascertain when an urgent appointment is required. Patients who feel that they need to be seen immediately should either have their referring doctor phone the practice, or they should attend the Emergency Department of their nearest hospital for treatment.

If YOU Are Running Late

Please phone the practice if you are running late. This enables us to reschedule others, rebook your appointment, and make other arrangements. If a patient arrives more than 10 minutes late, we may be forced to rebook their appointment to another day.

If WE Are Running Late

We ask our patients to be understanding with appointment times. At times the practice will run late. This is often related to the nature of medical practice, and may be due to circumstances that are out of our control. For example, phone calls from patients with urgent problems or phone calls from doctors regarding sick patients will disrupt our schedule. Further, some patients may require longer consultations, or Dr Shahidi may be called away from the Practice to an emergency.

We apologise in advance for these delays. However, we will do our best to keep to time where possible. If you have a tight schedule, we recommend either booking the first appointment in a session, or telephoning the practice prior to attending, to see if we are running to time. We will notify you upon your arrival to the practice, if there is a delay, we will provide you with an indication of the likely waiting time.

2. Appointments

It is the patient's responsibility to obtain a referral from a medical practitioner. Patients who obtain referrals are able to submit a claim for benefits to Medicare. General Practitioner referrals are valid for 12 months (unless otherwise specified) and Specialist referrals, for 3 months (unless otherwise specified). Dr Shahidi is unable to issue a receipt for Medicare, unless patients have current referral.

3. Fees

Medical fees are the responsibility of the patient. Payment is expected at the time of consultation. Patients with a current referral may claim back from Medicare a proportion of the fee paid to Dr Shahidi.

Payment of surgical fees is expected 4 weeks prior to your operation. On the day of the surgery, Dr Shahidi will issue you with a receipt for Medicare, and your private health fund. The surgical fee includes care for one month after the date of your surgery. Patients are expected to pay for the cost of any subsequent consultations, after this 1 month period.

On occasion, unexpected findings or alternate management may be required, leading to further fees being incurred after surgery. Patients will be required to cover these additional fees.

Extra costs may also be payable if complications are experienced. Examples of this may include extra treatment for management of infection, drainage of fluid collections, repeated surgery extra time in hospital, purchase of medications, or other medical supplies and the cost of medical care provided by other doctors who may be required to assist in your treatment.

4. Complications

Complications may occur following any operation. Dr Shahidi will discuss possible complications with patients prior to their surgery. However, patients must accept that the outcome of any surgery cannot be guaranteed. Complications may be mild, or occasionally, they may be more serious. All surgery entails risk.

Common post-operative events and complications include discomfort, swelling, bleeding and infection. It is possible that injury to neighbouring structures, nerves and even vital organs may occur during an operation. Specific complications that may be associated with certain surgical procedures will be discussed with patients, before a decision is made to proceed to surgery. Dr Shahidi will also discuss non-surgical management, with patients, so that patients are able to make an informed decision regarding their treatment.

5. Complaints Handling

Any complaint regarding any aspect of patient care should be directed in writing to Dr Shahidi.

6. Mobile Phones

We request that all patients refrain from using mobile phones, either in the waiting room or the consultation.

7. Request for information through phone, fax, email or by letter

Dr Shahidi will provide information which is requested as a relevant adjunct to the consultation. However, requests for lengthy documentation, or frequent phone calls may be billed at consultation rates. Please note that Medicare rebates will not be claimable for these accounts.

8. Pathology, radiology or other test results

Dr Shahidi will be happy to provide you with your test result, either by phone, or fax (as previously arranged). Some results will need to be discussed in person, so a follow-up consultation will then be arranged. We also encourage patients to follow up their results.