



Dr Anjana Intake Questionnaire

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Welcome to our Clinic

Dr Anjana and our team would like to extend you a warm welcome to our Integrative Medical clinic. Congratulations on taking the next step to improved wellness and health.

This questionnaire is an overview for us to get to know you and for you to get to know us, so that together we can grow a symbiotic therapeutic relationship. Practice policies, fee structure, results handling, Dr Anjana's Integrative approach are all detailed so that patients and the clinic have aligned expectations.

It is an editable pdf document for you to complete and email back. Alternatively, print a hard copy and scan or email it back.

Your Details:

Name

Address

Date of Birth

Contact Details

Mobile

Email

Emergency Contact

Mobile

Relationship to you

Medicare Details

Card Number

Reference

Expiry

How did you find us

Dr Anjana Website

Online Forum

SIBO Website

Mould Forum

Google Search

Keywords used

Word of mouth

Who

Practitioner referral

Who

Reason for Consultation

What do you hope to achieve by seeing Dr Anjana?

Do you have any questions for Dr Anjana?

Answer the following scoring 1 (least prepared) to 10 (most prepared):

How willing are you to significantly change your diet?

How compliant are you with following a supplement/herbal regime?

Are you willing to addressing emotional factors influencing your health?

Client Acknowledgement

I have read and understood this document in its entirety. I am attending the clinic of my own free will and accept the details outlined in this document.

I consent to Electronic prescribing, Dr Anjana's integrative approach with conventional and natural complementary therapies and understand my responsibilities with appointment cancellation policies and my responsibilities relating to handling of test results. I acknowledge that I have the right to consent or refuse any test, treatment or procedure recommended and take responsibility to express this.

Any questions, contact reception to gain clarity before signing.

To sign electronically, place a slash before and after your name. eg '/client name/'

Signature:

Print name:

Date:

Dr Anjana Practice Policies

This document explains policies, fees and clinic processes to help you in your decision to join the therapeutic relationship with Dr Anjana. A doctor can never guarantee an outcome or promise success. Dr Anjana aspires to work with you to understand your experiences, search and address underlying causes and focus on returning you to wellness.

Fee Structure

Consultations are billed pro rata based on the time spent during appointments. Local GP's charge \$90 - 100 per 15 minutes. As an Integrative doctor, Dr Anjana charges \$100 per 15 minutes for reviews.

Whilst Dr Anjana's fees are in line with conventional GP's, her appointment lengths tend to be longer. She has found longer appointments are required to thoroughly investigate underlying causes and encompass a holistic approach to truly understand you.

Initial appointment:

- 60 minutes in duration. \$450 fee with Medicare refund of approx. \$200.
- Appointment comprises of thorough patient history from childhood, exploration of environmental, lifestyle, diet and genetic risk factors, examination and interpretation of existing test results/reports
- At completion, patients receive: management plan, referral letters, blood test request forms, radiology request forms, medication scripts, supplement/herbal recommendations and practitioner referrals as relevant and appropriate to individual circumstances
- Herbal/supplements may be recommended which vary in cost and patients proceed at their discretion
- In complex cases Dr Anjana may require 90 minutes for the initial consultation. If this affects you, you will be advised prior to an appointment being offered for your consent.

Review appointments:

- 45 minutes in duration. Shorter appointments available on request.
- An opportunity to monitor progress, address concerns and personalize management

Consult Type	Duration	Fee	Medicare refund (approx.)	Extended Medicare rebate (approx.)
Initial	60 mins	450	200	400
Review	45 mins	300	82 – 122	250
	30 mins	200	82	176
	15 mins	100	42	88
Script fee		30		

Consultation fees are collected on the day of the appointment.

Scripts and referrals - often require an appointment for medicolegal reasons. Contact reception at least 7 days prior to scripts expiring or specialist appointments to organise in advance.

Please bring any administrative reports/documentation (eg. medical, insurance, centrelink, referrals, reports) tasks to be completed within consultation. Admin tasks outside of consult incur fees based on time taken to review records and complete reports at the doctors rate in 15 minute increments.

Workcover - It is client's responsibility to understand Workcover's level of involvement prior to their appointment. Clients pay consult fees and can subsequently seek reimbursement via Workcover.

Medicare Rebates

Rebates for eligible patients are available provided the patient has seen the GP in person at least once within the last 12 months. We recommend initial appointments be face to face, thus subsequent reviews over the next 12 months are eligible for rebates regardless of in person or telehealth. These rules are at the discretion of Medicare Australia and may change.

Upon payment of your consultation, reception will submit your Medicare claim with rebates reimbursed to your nominated account. Notify us if you haven't received your rebate after 5 days.

Significantly higher rebates of approximately 80% of consult fees are redeemable for those who reach their 'Medicare safety net'. Further information can be found here:

<https://www.servicesaustralia.gov.au/extended-medicare-safety-net?context=22001>

Cancellation Policy

Dr Anjana is heavily booked out. To provide the time and care for the patients she takes on, it is the patients responsibility to be committed and punctual to their appointments.

Failure to attend appointments without 2 business days notice incur the full attendance fee. Please notify us of appointment changes in advance, so we can offer others the appointment opportunity.

Investigations

Conventional testing such as pathology or radiology may be bulk billed. Other tests may be outside the scope of conventional tests (in Australia) and are functional tests used internationally by Functional doctors. All laboratory investigations are independent to our clinic.

Patient's responsibility:

- Investigate costs directly with labs prior to proceeding with tests
- Patients have discretion whether to proceed with investigations and which lab they use

Test Results Handling Process

Patient's responsibilities:

- It is patient's responsibility to email reception after completing tests so we can follow up on results and the doctor can take appropriate action

Clinic policy:

- For normal results - Dr Anjana will discuss findings at your review appointment. To discuss sooner, contact reception to schedule an earlier appointment.
- Dr Anjana will contact you with results sooner in other circumstances.
- To receive a copy of results after your consultation, contact reception who can forward results after attaining Dr Anjana's approval.

Natural Therapies

Dr Anjana combines natural, complementary and integrative approaches with conventional medical approaches. Certain treatments or therapies may be outside the parameters of conventional medicine in Australia (e.g. Quantum reflex analysis). Alternative approaches are supported by functional research or clinical experience which are successfully used by Integrative practitioners internationally.

Most supplements recommended by Dr Anjana are practitioner-only pharmaceutical grade supplements approved by the Therapeutic Goods Administration (TGA). Dr Anjana may use international research and treatment protocols by her American and European colleagues involving products yet to be approved by the Australian TGA. She will discuss the benefits and side effects of such therapies so that patients can make informed decisions.

Patient's rights and responsibilities:

- In attending the clinic you consent to Dr Anjana's integrative medical mode of practice and understand her complementary approach with conventional and holistic medicine
- You have the right to refuse consent to any test, treatment or intervention along the therapeutic process and take responsibility to express this

Dispensary

Treatments including herbal tonics or supplements may be prescribed. These may be available through the clinic dispensary for your convenience. Contact reception asap if you are having any issues with treatments.

Patient's rights and responsibilities:

- Patients have complete discretion to choose to proceed with any recommended treatments
- There is no obligation to purchase supplements through the dispensary, they can be sourced externally or not at all. We take no liability for the quality of products purchased externally.

Refund Policy

- Full refund for products returned unopened within 14 days of purchase from our dispensary
- Herbal tonics are tailor made and cannot be refunded. Please consider carefully prior to consenting to formulation of tonics.

Ordering & Collection process - Products can be collected directly from our clinic or couriered to you. Courier costs are passed onto recipients. A tracking code is emailed for you to monitor progress. Contact the courier first if you haven't received products prior to informing us.

Electronic Prescribing

A unique QR code with your prescription is sent to you via email or SMS to forward to your pharmacy. To opt Out email our reception or request hard copy scripts during consultation.

Contact Us & Feedback

Our reception staff are often busy and may not always be able to receive your calls. We prefer email communication so that reception can focus on the person in front of them in clinic.

We value your feedback. It provides us the opportunity to potentially provide better quality of care. Email any feedback to: manager.dranjana@gmail.com