

Privacy Policy

We respect your privacy and take it very seriously. We need to collect sensitive information about you in order to provide you with a health service. All clinical consultation notes and identifying information about you is stored in a password protected environment on a web-based clinical software program called Clinic to Cloud. This information is only accessible to your clinician, and authorised practice personnel upon whom we depend, in order to provide you with the service. Under Medicare requirements, clinicians are required to write back to referrers at certain times during the course of treatment, hence some information about you may be shared with your referrer. Please advise up front if this is of concern to you.

If you accept a referral to another clinician within the practice or externally, you are consenting to your clinician sharing information about you with the new clinician. You are entitled to access and correct your personal information kept on file at any stage, subject to exceptions in the relevant legislation.

We will not share information with parents, partners, employers, insurers, or other people without your consent. Sometimes it is helpful for your recovery to include trusted loved ones in your therapy or to share information with other health care providers – this would be done only with your consent. However, there are exceptions under the legislation where we may share information without your consent. Examples might be if we believe you are at serious risk of causing significant harm to the life, health or safety of yourself or someone else, if a child we can identify is at serious risk of harm from you or from someone else, or if we are ordered to do so by a court or other legislative body, (e.g., hostile custody disputes, insurance legal claims). Under these circumstances your clinician would make every effort to discuss this with you first.

On some occasions we may seek advice from respected colleagues so as to provide the best possible level of care. We may also discuss various cases from time to time for the purpose of ongoing education. In these situations we do not allow our colleagues to see your file notes and we do not reveal your name or identifying details. Such discussions between clinicians are vital for ongoing professional development and education. Sometimes clinicians share with patients and peers some observations they have made regarding symptoms and recovery strategies of other patients. As clinicians, we gain new learning each time we engage in therapy with a new person - this new learning informs how we help others, but the sharing of information is done in a way that does not identify any individual.

By agreeing to an appointment at PainMedSA you consent to the health providers of PainMedSA recording and sharing information obtained about you. You understand that this may be shared (verbally and/or in writing) with laboratories, radiological facilities, other health service providers, rehabilitation consultants, insurers, medical defence organisations, lawyers or my employer for the purpose of investigation, treatment and rehabilitation of your injury or illness. You understand that the exchange of information is necessary to limit the chance of misunderstanding and to assist in the management of your condition. You understand that you may revoke this consent at any time in writing.

You acknowledge that you are responsible for the payment of all accounts at the time of consultation associated with the treatment of your injury or illness if the claim is closed, undergoing determination, review or your claim is suspended.

You consent to be fully responsible for any applicable cancellation fees as per PainMedSA's cancellation policy.

If your injury is part of an accepted claim under RTWSA or SA MVA Third party Claim you acknowledge that you must provide all current claim details pertaining to the injury for which you are to receive treatment. You acknowledge that this is an open claim and that prior approval in writing has been given by your insurer for the services you receive.

Any costs associated with the recovery of your accounts should they fall into arrears as a result of such action (if the claim is closed, undergoing determination/review or suspended) are your responsibility. You further acknowledge that all accounts will be paid in full at the time of consultation.

Fees

As private practitioners we charge fees for our services. We do not receive funding from any source other than our patients (the government does not provide any form of financial support for private practitioners), hence the fees you pay are set at a level that reflects our time and experience and the cost of running our individual practice. We regret that we do not provide bulk billing services so you will have an out of pocket cost. If you hit the Medicare extended safety-net during the year, the gap fees decrease substantially. It is helpful to check with Medicare that your family unit is registered for the safety-net. Individuals are registered automatically.

Please note that payment is required on the day of consultation by debit or credit card. We do not accept cash, cheque, or bank transfers. You may be asked to make a partial pre-payment for your first appointment which is fully refundable if you cancel with at least 2 business days' notice. This partial pre-payment has been successful at reducing the rate of non-attendance at the initial consultation. Non-attendance at appointments prevents other people from receiving much-needed care.

Please [refer to our cancellation policy](#) for further information.