



DR ANJANA

# Intake Questionnaire

PLEASE FILL AND EMAIL TO THE CLINIC

This document outlines Dr Anjana's Practice Policy. It is important that you spend a few moments reading this to ensure this clinic is the correct fit for you and give you an understanding on how our clinic runs.

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## Welcome to our Clinic

Dr Anjana and her 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 intake questionnaire is designed as a brief overview for us to get to know you, your history and what brings you to our clinic. Included is an overview about Dr Anjana and our practice policies so that you can also begin to understand us and how we practice, so that together we can grow a symbiotic relationship towards improving your health and wellbeing.

This Questionnaire has been prepared in an editable format, so you can enter your details in the spaces provided, save and email it back to us. If you prefer, you may print out a hard copy, complete the details with a pen and mail or fax it back to our clinic.

### PatientDetails

Name

Address

Date of Birth

Contact Details

Mobile

Email

Emergency Contact

Mobile

Relationship

Medicare Details

Card Number

Reference

Exp

How did you find us

Dr Anjana Website

Online forums

SIBO website

Word of mouth

Who:

Practitioner Referral

Who:

Social Media

Mould forum/website

Google search

Key words used:

**Reason for consultation**

What do you hope to achieve by seeing Dr Anjana?

What aspects of your current health concern you the most?

Do you have any questions for the clinic or Dr Anjana?



## **About Dr Anjana**

Dr Anjana is a functional/integrative doctor. Functional doctors are qualified medical professionals who understand the body as an integrated system rather than a collection of independent organs. This holistic approach aims to understand the underlying cause of medical illness.

An integral part of Functional medicine is the patient doctor therapeutic relationship. Functional doctors take the time to listen to their patient's histories, lifestyles, environmental exposures and genetic risk factors to understand how these may influence their health and chronic medical conditions. Personalised investigations into patient's physiology, biochemistry and hormonal balance is used to understand the patient.

Dr Anjana has extensive medical training with an MBBS BSc at UNSW, a Diploma in Women's Health at the Royal Australian College of Obstetricians and Gynaecologists (RANZCOG) and is a Fellow of the Royal Australian College of General Practitioners (RACGP).

Her functional training consists of a Fellowship at the Australasian College of Nutritional and Environmental Medicine (ACNEM), a Metabolic Immunologic Neurologic Digestive Developmental (MINDD, MAPS) practitioner certification and a Bio-balance practitioner certification via the Walsh Research Institute. She is currently completing a Bachelor degree in Western Herbal Medicine at the Southern School of Natural Therapies. She has undertaken the 200 hour Zuna Yoga Teacher training.

## **About Adrian Harper**

Adrian Harper is our lead Naturopath. He became personally involved in Naturopathic medicine as part of his own health journey with chronic kidney disease. Through this experience he gained an understanding of the healing power of natural medicine and has harnessed a special interest in chronic kidney disease, chronic renal fatigue and chronic inflammatory response syndrome (cirs) or mould like illness.

Dr Anjana and Adrian often work together as part of a shared care model towards helping people. Adrian utilises a range of modalities including herbal medicine, food as medicine, lifestyle medicine and yoga therapy. He provides an integrative approach towards your health, liaising with medical and allied health practitioners to ensure the best outcomes for the client.

Adrian has completed a Bachelor of Health Science (Naturopathy) from Southern School of Natural Therapies and a Master of Public Health (Global and Indigenous Health streams) from the University of Melbourne. Adrian has also lectured in Naturopathy and Nutrition at the Southern School of Natural Therapies.

## Dr Anjana Practice Policies

Dr Anjana values honesty and transparency. This practice policy aims to clearly explain procedures, investigations, fees, appointments and clinical management to help you in your decision to join the therapeutic relationship with Dr Anjana.

### Fees

#### Dr Anjana

Consultation fees are **pro rata** based on the time spent during consultation. Traditional General Practitioner charges are on average \$60 - 70 for 10 to 15 minute blocks. Dr Anjana charges \$67 per 10 minute consulting blocks.

Initial appointments with Dr Anjana are generally 90 minutes duration and attract a \$600 fee. A Medicare rebate of \$111.55 is available. The total cost of the initial consultation may appear higher than traditional GP consults, due to the extended length and comprehensive nature of the initial consultation. As a functional medical doctor, Dr Anjana requires a lengthy initial consultation to explore lifestyle, genetic, environmental and dietary risk factors so as to initiate a treatment plan at the end of your first appointment. ***We recommend you bring a notepad*** to your consultations to jot down any relevant information about treatment plans as quite a lot of information is covered during your appointments.

Follow up appointments are an opportunity to monitor progress, re-evaluate strategies, address concerns and personalize management to you. They are often 45 minutes in duration, however, the consultation fee billed will be proportional to the time spent in consult. Consequently, straight forward reviews requiring 15 minutes will only be charged pro rata.

<u>Practitioner</u>	<u>Consult Type</u>	<u>Duration (mins)</u>	<u>Private Fee (\$)</u>	<u>Medicare Rebate (\$)</u>
Dr Anjana	Initial	90 mins	600	113.30
	Follow Up	45 mins	300	76.95 to 113.30
		30 mins	200	76.95
		15 mins	100	39.75
	Script Fee	-	30	-
Adrian	Initial	60 mins	220	-
	Follow Up	45 mins	165	-
		15 mins	80	-

All other reports requested outside of consultation; eg medical, insurance, centrelink reports etc will incur a fee based on the time taken to address the documentation at the doctors hourly rate (often a minimum of 15 minutes). Dr Anjana prefers that you bring these documents to your next consultation such that they can be completed during consultation at no additional fee. A script fee of \$30 is applicable for repeat scripts not necessitating an appointment. We recommend you organise all necessary scripts/repeats within the consultation itself to avoid requiring this script fee.

You may wish to investigate your '*Medicare safety net*', as this may entitle you to significantly greater medicare rebates. <https://www.servicessaustralia.gov.au/what-are-medicare-safety-nets-thresholds?context=22001>

Medicare Rebates – In person appointments are eligible to receive on the spot immediate medicare rebates upon payment. For telehealth appointments, payment is taken over the phone or via an invoice that we email to you. Upon payment, we will submit your Medicare claim which will generally take around 3 business days for Medicare Australia to reimburse to your nominated account. If you haven't received your rebate after 3 days, please email the clinic and we can follow this up.

Adrian Harper

Naturopath consultation fees are also billed pro rata based on the length of the consultation and associated administration time. Initial consultations are 75 minutes, follow up appointments 45 minutes and express follow ups 15 minutes. Unfortunately medicare rebates are not available for Naturopathy consults.

## Telehealth Appointments

Telehealth appointments require credit card details to be recorded on clinic file prior to the appointment or a pre-payment so as to streamline the online consultation process through automatic billing post consultation. Medicare processing and practitioner documentation such as referrals and scripts will be passed on to the patient after payment has been received.

Dr Anjana

Medicare Australia rules dictate that initial appointments must be face to face with a General Practitioner in order to claim medicare rebates. Subsequent follow up appointments can be Telehealth via Zoom or phone calls. Current temporary Covid related Telehealth rules allow patients to claim a medicare rebate on telehealth consults provided the doctor has consulted with the patient face to face within the last 12 months. These rules are at the discretion of Medicare Australia and may change in the future.

Interstate or rural clients must attend in person at least twice a year. Unfortunately Dr Anjana doesn't take on international clients as medical indemnity does not cover for this at this stage.

Adrian Harper

Clients can consult with Adrian for face to face appointments in Kew or via telehealth.

## Cancellation Policy

Dr Anjana is heavily booked out with a significant wait list. In order for her 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.

Initial appointments with Dr Anjana require a \$200 deposit. Failure to attend appointments with Dr Anjana or Adrian without **2 business days notice** incur the full attendance fee (or in the case of Dr Anjanas initial consult they incur the \$200 deposit). We request early notice of appointment changes, so that we can offer the appointment to other patients without sacrificing their opportunity.

## Investigations

Functional medicine is based on evidence based assessments of the chemical, hormonal and biological make up of your body. Some of these investigations may include conventional pathology tests or radiology scans and where appropriate can be bulk billed.

Other investigations may be out of the scope of conventional medical tests in Australia but fall under the category of functional tests used internationally by Functional doctors. These tests are external and independent to the clinic. It is the responsibility of the patient to investigate the costs of these tests *directly* with functional labs and use their discretion on which tests they choose to proceed with.

Dr Anjana has no financial affiliations with any external laboratories. However, we understand that testing can be expensive, thus Dr Anjana can guide you through this process and give her recommendations to prioritize testing to fit your budget and clinical relevance.

## Test Results Handling Process

Dr Anjana and Adrian may recommend and provide pathology or radiology request forms for patients to complete further testing. The handling of test results is something that our practitioners take seriously to improve health outcomes.

Patients responsibilities - It is up to the patients discretion on whether they choose to complete this testing and which lab they choose to attend. If testing is pursued, *it is the patients responsibility to follow up on their test results with the clinic*. To streamline this process, *please email us upon completion of testing and inform us of which lab you used*. As not all labs electronically upload results, patients informing us of completed tests gives us the opportunity to provide optimal duty of care and follow up on results that haven't been received yet.

It is practice policy that the doctor will *not* immediately contact you in the event of normal results, these results are generally discussed at your routine review appointment which is you can organise through reception. The doctor will contact you with results sooner in other circumstances. If you would like to discuss results with Dr Anjana regardless, please contact reception to schedule an appointment. If you would like a copy of results, this can be obtained via reception after Dr Anjana has reviewed the results.



## **Natural Therapies**

Certain treatments and products administered by Dr Anjana may be outside the parameters of conventional medicine in Australia. These fall under the category of natural, complementary or integrative medicine. Such practices are supported by research or clinical experience. They are widely and successfully used by Integrative medical practitioners throughout Australia and internationally. These therapies are carefully selected based on the appropriateness to each individual patient. This can include but not limited to Quantum Reflex Analysis which is a form of Kinesiology.

Most supplements that are prescribed by Dr Anjana are practitioner-only pharmaceutical grade supplements which are approved by the Therapeutic Goods Administration (TGA).

In some circumstances, Dr Anjana may use international research and treatment protocols used by her American and European colleagues involving products which are yet to be approved by the Australian TGA. Dr Anjana will discuss the benefits and side effects of such therapies so that her patients can make informed decisions.

## **Dispensary**

A treatment regimen including herbal tonics or supplements may be prescribed. These may be available in house at the clinic for your convenience. Products sourced in house are selected based on their therapeutic value and quality. Pricing is guided by the recommended retail price.

Clients are under no obligation to purchase these therapeutic supplements in house and can choose to source them externally. However, we take no liability for the quality of products purchased outside of this dispensary.

Refund Policy - Unopened products within expiry can be returned to the dispensary for a full refund 14 days from purchasing from our dispensary. Unfortunately, as herbal tonics are tailor made for the individual patient, these cannot be returned for a refund. If you are having any issues with a treatment regime, please communicate this to our reception staff.

Ordering & Collection process - Supplements and herbal tonics can be collected in person from our Kew clinic or mailed out to you via Australia Post (the cost of postage is passed onto the recipient). To re-order products for existing patients, email us requesting the specific products and how you would like to receive them (ie collection in Kew or mail out) and we can send you an invoice. Upon payment products will be prepared. Whilst Australia post turn around time is advertised as a few days, in our experience this can take longer. A tracking code will be emailed to you by our reception staff so that you can monitor progress. If you haven't received the package after 10 days, please follow this up with Australia post via the tracking code before contacting us.

## **Electronic Prescribing**

To decrease our footprint and save paper, Dr Anjana now predominantly uses E-prescribing to provide patients with medication prescriptions to be filled at their pharmacies. A unique QR code is SMSed or emailed to patients to pass onto their pharmacist. If you would like to Opt Out of this option, please email our reception staff. If you prefer traditional hard copy scripts, feel free to request this during consult.

## Contact Us

Dr Anjana now exclusively practices through her studio clinic in Kew. This is a small private studio clinic where she can tailor her Integrative medical approach to her patient base.

Our reception staff are often busy and may not always be able to receive your phone calls on (03) 9859 0652. It is preferable that you **email us** at [info@dranjana.com](mailto:info@dranjana.com) and we will be able to get back to you. We prefer email communication so that reception staff can focus on the person in front of them within the clinic and provide them with the attentiveness required.

## Feedback

As a patient of our clinic we value your feedback. It provides us with the opportunity to re-evaluate and potentially provide better quality of care. Please direct any feedback whether positive or negative to [manager.dranjana@gmail.com](mailto:manager.dranjana@gmail.com)

*Through this document, we hope that you gain a greater understanding of how Dr Anjana practices. A doctor can never guarantee an outcome or promise success. However, Dr Anjana aspires to work with you to understand your experiences, search for underlying causes and focus on true wellness.*

## **Client Acknowledgement**

I have read and understand the procedures, policies and nature of Dr Anjana's Clinic. I am attending the clinic of my own free will and accept the details within this policy document.

This includes consenting to nature to Electronic-prescribing, discussion of natural therapies and treatments, understanding my responsibilities with appointment cancellation policies and understand the clinics test results handling process.

**To be signed electronically prior to appointment by the patient or carer**

To sign this form electronically, please place a slash before and after your name e.g. '/client name /'

Signature (electronic):

Print Name:

Date:

**Please carefully read the above clinic policies and acknowledge your understanding and consent by signing at the appropriate positions on this page. Feel free to discuss any questions with our clinic reception before consenting.**