



Dr Anthony **MANDER**

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TERMS AND CONDITIONS

Scheduled reviews will usually be carried out by one of our general practice specialists. Tony is always available if you wish to see him. He supervises your care. The Medicare rebate is payable when you see Tony and is dependent on the length of an appointment. There is no Medicare rebate when you see our GPs, do not have an in-date referral, or for your annual fee. Fees need to be paid in advance. You will be sent links to make any payments that are required.

If an appointment cannot go ahead for technical reasons at your end, we will consider each situation on a case-by-case basis when considering charges. The same applies when you leave our care. Appointments can be rescheduled with a weeks' notice (5 full working days). If you cancel the appointment within a shorter timeframe there is no refund if we cannot fill the vacant slot. If we can, we will retain 25% of your fee to cover our costs.

Please note:

- there are other charges, including items associated with non-attendance.
- email and SMS are used as primary communication tools. They may not be secure.
- you must have the necessary videoconferencing platforms for telehealth.
- you will receive electronic scripts using your registered details.

Billing

We use EzyPay to manage recurring costs. Individual costs (eg for an appointment) may be billed via EzyPay or Ezidebit. The platforms charge you and us various fees. We recoup from you any additional fees we have been charged for any account problems. If your details need to be updated contact us and we will send you an update link. Fees are reviewed annually.

Transition

If you are ceasing treatment or moving to another provider, we will work with you to ensure a seamless move. This includes reviewing your medication and document needs. We remove you from our internal databases, cancel your agreement with EzyPay, remove your registration with the Health Department, and archive and cancel any outstanding prescription tokens. You must be under our care to access stimulants prescribed by us.

Charges for a Payment or Scheduled Review Failure

These attract a higher annual fee:

- First Failure, an additional; **\$125**
- Second Failure, an additional; **\$150 (so \$275 in total).**

We may not renew your agreement after a first or second failure. These charges are additional to those made by Ezy pay.

Enhanced Care does not cover

Additional appointments, longer scheduled reviews, scheduled or additional appointments with Tony, late payments, restoration of your place in the clinic if your file has been closed due to non-compliance with some aspect of our requirements, urgent prescriptions, detailed certificates, extensive reports for third parties (work, education providers, travel), provision of your case file on transfer/discharge, or anything that is not part of routine care.

Going Abroad?

We are unable to provide medical care to you if you are abroad for longer than 3-months or in the USA for any period.

Costs for an appointment

A scheduled review with one of our GPs is included in your annual fee (There is no Medicare rebate).

Review with Tony (Medicare rebates apply with a valid referral)	by telephone	\$240
	by videoconference	\$290
	face to face	\$340

Informed Consent

We provide this information in the interests of ensuring transparency and reminding you of your obligations. These terms and conditions are updated regularly.

IF WE DISCOVER YOU HAVE PROVIDED US WITH INACCURATE INFORMATION REGARDING ANY MATTER YOU WILL LIKELY BE DISCHARGED IMMEDIATELY. DOCTOR PATIENT RELATIONSHIPS ARE BUILT ON HONEST COMMUNICATION AND IN THE ABSENCE OF THAT THE RELATIONSHIP IS IRREPARABLY DAMAGED.