

Dr Stuart Wild

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Consultant Psychiatrist

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DR STUART WILD – PRACTICE INFORMATION

Thank you for your enquiry about seeing me for a psychiatric assessment. Please read the following information carefully and, if you then wish to arrange an appointment, complete and return the attached form. Once received, I will then email, text or call you to arrange a time for us to meet.

I am a consultant psychiatrist specialising in the care of adults, generally between 20 and 70 years of age. I conduct psychiatric assessments, arrange special investigations, make diagnoses where appropriate, develop and implement management plans, prescribe medication, and may either undertake psychological treatment or collaborate with a psychologist.

Your initial consultation will last one hour, and any subsequent consultations will be arranged according to your needs. Please bring to your appointment any information you may have regarding previous and current treatment, including medication and other treatments, and any reports that you think may be helpful. You do not need to bring x-rays, although relevant x-ray and pathology results are welcome.

To obtain a fee rebate from Medicare you must obtain a referral from your general practitioner. If you already have a referral, you can provide it with the completed forms below.

FEES

The cost of your initial consultation will be \$400. After your Medicare rebate, your out-of-pocket cost for this would be approximately \$176, or less if you have reached the Medicare safety net. Subsequent consultations fees will be less than the AMA recommended fee.

For rural and remote patients Medicare also requires the use of a second item (288), which I bulk-bill in order to minimise your out-of-pocket costs.

If you have an accepted WorkCover or DVA claim, I will need your claim number and other details on the registration form.

Sometimes a referring doctor may request that I conduct an 'Item 291' assessment, which involves an assessment and written management plan with your usual doctor resuming your care afterwards. Your doctor needs to specifically request this in their referral. The cost of an item 291 is \$650. After your Medicare rebate, your out-of-pocket cost for this would be approximately \$260, or less if you have reached the Medicare Safety Net.

EFTPOS and cash payments are not possible during the pandemic. I will email you an account after the appointment, usually the same or the next day, and appreciate your prompt payment. Once you have paid your account I will submit the account to Medicare for you. I am unable to bulk-bill.

Please note that private health insurance does not cover the cost of appointments.

MEDICARE SAFETY NET & EXTENDED MEDICARE SAFETY NET

Assistance with out-of-pocket medical expenses is available through the Medicare Safety Net scheme; detailed information can be obtained from www.medicareaustralia.gov.au and searching "safety net." This scheme operates on a calendar year and includes all Medicare services, including general practitioner and specialist consultations, referred psychology and allied health consultations, procedures and investigations, for you and registered family members. The scheme is adjusted periodically, so details are best obtained from Medicare.

APPOINTMENT ARRANGEMENTS DURING THE COVID-19 PANDEMIC - TELEHEALTH

During the COVID-19 pandemic I am seeing all patients using Skype, Zoom, Facetime, other video conferencing software, or telephone where the Internet is inadequate.

These appointments are currently supported by Medicare, and given the protraction of the pandemic this is likely to continue.

For telehealth to be most helpful:

- Choose a well-lit room, but avoid bright light behind you as this will place your face in shadow.
- Use a quiet, private room, if possible. Earphones with a microphone will help with sound quality.
- Check your phone or device has enough charge.
- Have any questions written down, and please mention at the start of the session if you need certificates or prescriptions.
- Have your mobile phone with you. We will use this if a video session fails

TELEPHONE CALLS & EMAIL

If you have questions related to your condition or treatment that cannot wait until your next appointment, please email me, call or send me a text message.

I will respond as soon as practicable, which may be the next day. Please keep emails and text messages brief and specific as I receive many each day. If the matter is complex or difficult to explain in a few sentences, you should instead make an appointment to see me, or else see your general practitioner.

I don't take phone calls during appointments, so you will usually have to leave a message.

EMAILS & PRIVACY

As you will be aware, email is not secure. You should bear this in mind when sending email and consider what you might wish any intercepting third party to read. My email address is hosted by ProtonMail. (<https://protonmail.com/>) If you also use a ProtonMail account our email exchanges will be secured by end-to-end encryption. Should you contact me via email using any provider, I will accept that as your consent for further communication to be conducted via email, unless you specify otherwise.

APPOINTMENTS

To make or change an appointment, please indicate your preferred appointment days or times. If your preference is for a specific day and time, it may take longer to accommodate. Let me know if the need is urgent.

SMS APPOINTMENT REMINDERS

With your consent, I will endeavour to send an SMS appointment reminder to you in the days prior to your appointment. This is just a courtesy, and not a replacement for you recording and keeping the appointments

you make. Please keep your appointment, regardless of whether you have received a reminder message. If in doubt, email, text or call me to check.

NON-ATTENDANCE & LATE CANCELLATIONS

I value each appointment, will not double-book you with other patients, and will not cancel your appointment frivolously or at short notice. I endeavour to keep to time. I ask that you equally value your appointment. A fee, up to the value of the appointment, may be charged for non-attendance or cancellation with less than 24 hours' notice. I appreciate you providing two days' notice where possible.

AFTER HOURS & EMERGENCY CARE

I am unable to offer 24-hour care.

In the event of a crisis out of hours, you should contact your general practitioner or nearest public hospital. Victorian mental health services, including emergency contact numbers can be found at:

www.health.vic.gov.au/mentalhealth/services/

Other services such as Lifeline (13 11 14) may be helpful.

PRESCRIPTIONS

I prefer to provide prescriptions during consultations.

During the COVID-19 pandemic the provision of prescriptions, particularly urgent prescriptions, has become more laborious and time-consuming. Please keep track of your medication use and prescription needs, even if you are storing prescriptions with your pharmacist. Many pharmacies employ smartphone apps to help with this.

If I have not seen you for six months I cannot write a prescription for you, and you should either make an urgent appointment for review, or obtain the prescription from your general practitioner.

PRACTICE STANDARDS

I participate in continuing professional education, peer review, and quality assurance activities. I abide by the RANZCP code of ethics.

OFFICE HOURS

During the COVID-19 pandemic my office at Suite 606, 370 St Kilda Road, Melbourne, is closed. I have not yet set a date for resuming face-to-face appointments.

CONSULTING HOURS

Appointment times are generally between 8am and 5pm, Tuesday to Thursday, with limited times available by special arrangement outside of these hours.

YOUR HEALTH INFORMATION, PRIVACY, COMMUNICATION AND CONSENT

In keeping with my obligations under the Privacy Act 1988, the Australian Privacy Principles, and under state health records legislation, I wish to inform you of the purposes for which I collect, use and disclose your personal information.

I collect information from you for the primary purpose of providing health care. You need to provide me with your personal details and a full medical history so that I can accurately assess, diagnose and treat you. This means I will use the information you provide in the following ways:

- 1 **Health care purposes**
- 2 **Administrative purposes** in running my medical practice;
- 3 **Billing purposes**, including compliance with AHPRA, Medicare and Health Insurance Commission requirements, and where otherwise permitted or required by law;
- 4 **Disclosure to other involved in your healthcare**, including your referring doctor, other relevant treating doctors and health practitioners. It is a requirement that I write to your referring practitioner, however we can decide together how brief or extensive that correspondence might be.

As part of my commitment to provide patients with quality health care, I employ a variety of technologies, including electronic medical records, and communication via telephone, SMS, fax, telehealth systems and email.

Your health records are stored off-line in a password-protected medical record system. Backups are stored in encrypted form in cloud storage within Australia.

I may send you the following types of communications:

1. **Appointment reminders** - reminders of upcoming appointment times;
2. **Clinical communications and reminders** - notifications of clinical information and test results, and prompts to make a further appointment where indicated;
3. **Responses to your enquiries** – responses to your email, text and phone messages;
4. **Health awareness** - communications about general health care information, healthcare services and changes to my practice, including notification of leave and periods of practice closure.

In communicating with you, I may use third party providers such as telecommunications providers, Internet services providers and other companies that may be located outside of Victoria or Australia.

I will usually send you appointment reminders via SMS and other communications via email, unless you advise me otherwise. Under certain circumstances I may need to contact you via any available means.

It is important that you update me if your contact details and other information change, so that your record can be updated, and communications sent to you.