

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 forms. 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 an 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.

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.

Payment is requested on the day of consultation and can be made in cash or EFTPOS. I am unable to bulk-bill.

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

If payment is made at the time of consultation via a credit or debit card, you will receive a refund from Medicare within seconds. You need to bring a card linked to a savings or cheque account to receive the rebate immediately, as Medicare will not reimburse to a credit card. If you pay by any other method, and you have registered your banking details with Medicare, you will receive a refund within a few days. Alternatively, you can download and use the Medicare smartphone app to directly submit your claim to

Medicare.

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.

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 has the advantage of speed and convenience, however 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. While I personally use email constantly, that is a choice that I make regarding my privacy. Should you contact me via email, I will accept that as your consent for further communication to be conducted via email, unless you specify otherwise.

As of November 2019, it appears that text messages are also not secure, and so should be treated as open communications like email.

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.

I have a comfortable and quiet waiting room with drinking water available. Toilets are located to either side of the lifts. Please do not knock before entering the waiting room.

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. 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.

Should you run out of medication between appointments, please see your general practitioner for a repeat prescription. 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

I do not employ reception staff. Emails, text messages, faxes and phone calls come directly to me. Phone calls at any time will usually go through to my answering service.

A comfortable waiting area is available prior to your appointment. Please do not attend the office if you do not have an appointment as I will not be able to see you. Email me if there is a need to attend, and I will arrange a time to see you.

CONSULTING HOURS

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

LOCATION

I am located at Suite 606, Level 6, 370 St Kilda Road, Melbourne, close to the intersection of St Kilda Road with Park Street, and directly opposite the Shrine of Remembrance.

If you are using a GPS, search for "370 St Kilda Road, Melbourne" If you include 'suite 606' Google Maps may mislead you.

The building entrance is marked 'Domain Corporate,' with the ground floor foyer being accessed via central doors that are unlocked from 7am to 7pm. The doors can be a little awkward if you are in a wheelchair or have a mobility problem, and so the door to the left may be easier.

Disabled access, if needed, is via the Wells Street rear entrance, with ramps leading to the basement lift well.

TRANSPORT AND PARKING

Tram stop 20, Park Street, is in St Kilda Road, directly in front of the building, although transport conditions



change frequently with the development of the ANZAC underground metro station. Information about metro tunnel developments is located at: <http://metrotunnel.vic.gov.au/>

Street parking is available in St Kilda Road, Park Street, Wells Street and other nearby streets. Commercial parking is also available in the area.

If you are using street parking, it is advisable to carry change, as many meters in the area do not take credit card.

Please allow that parking may sometimes be tight and leave plenty of time to reach your appointment.

