

## Third Party Reports or Assessment Request Policy

Neurosciences Queensland Pty Ltd, will not be able to facilitate any requests for reports, completion of forms or questionnaires with reference to third parties outlined as follows; This is inclusive of but not limited to: Superannuation claims, insurance claims, government assistance claims (e.g. NDIS, disability or carer's pension), Work Cover, Insurance, return to work, driving assessments or any medico-legal matters. **There are no exceptions.**

The first priority of our Doctors, Nurses, and staff within Neurosciences Queensland is to our patients. As you can appreciate the time and resources needed to compile, and process requests of this nature are extensive and have the potential to inhibit the practitioner's clinical diary, something which is used for the management of patient care (e.g. Consultations, reviews, neuromodulation, and Botulinum toxin injections). Further to this, once submitted the majority of these requests require supplementary information to be lodged which adds extra pressure to clinical staff.

**Unfortunately, there are no exceptions to this policy and request you do not email or bring any such requests to your consultations.**

We appreciate your understanding in this matter.

## Cancellation Policy

Please be advised that Neurosciences Queensland have implemented a change to cancellations of appointments due to the growth and long waiting periods for patients to be allocated an appointment.

To facilitate all patient requirements, we ask that patients cancel appointments no less than 24 hours in advance.

Failure to advise us within the **24-hour time** frame will incur in a **\$65.00 fee** payable before your next appointment. Missed appointments without cancellation will result in payment of the full consult fee payable before your next appointment.

Please be advised we prefer email for notification of cancellations of appointments at [admin@nsql.com.au](mailto:admin@nsql.com.au). Alternatively, you can call our offices on (07)3839 3688.

Please be advised that your GP will be notified if you fail to attend a scheduled appointment. If you fail to attend three consecutive appointments, you will be referred back to your GP for continuing care.

We appreciate your understanding at this time as we are trying our best to ensure a more streamline booking system.

## Bullying Policy

Neurosciences Queensland considers patient care our number one priority.

The staff at Neurosciences Queensland are here to assist with all enquiries within the guidelines of our practice policies and procedures. Our staff will always endeavour to assist with your enquiries to the best of their ability.

If you are dissatisfied with the outcome of your request, please forward your written concerns to management via email. Emails are triaged and answered as soon as possible, however urgent medical issues in the practice may delay response times.

Neurosciences Queensland has a legal responsibility to provide a safe and healthy workplace free from bullying. We take our duty of care for the health and wellbeing of our staff seriously. Therefore, Neurosciences Queensland has a zero tolerance towards bullying of any nature.

**Negative responses or bullying can be classed as follows:**

- **Physical violence will be reported to the police immediately**
- **Cyber bullying will be reported to the police immediately**
- **Swearing**
- **Sexual comments**
- **Threats**
- **Racial slurs**
- **Derogative statements**
- **Aggressive tone (verbal or written)**
- **Passive aggressive comments**
- **Aggressive behaviour**
- **Accusations**
- **Verbal harassment**
- **Any aggressive phone calls or conversations with staff will not be tolerated.**

We do not discriminate. This policy applies to all patients, relatives, carers, staff, contractors, and visitors to our practice. Should this type of behaviour continue after receiving this notification, our policy states that the party/parties involved in the bullying claim are unable to attend Neurosciences Queensland.

If the party concerned is the patient and continues to persist with bullying behaviour, an appointment will be scheduled with their treating specialist at Neurosciences Queensland to

discuss a referral to another centre and the transfer all their medical records for future management and ongoing care.

## Practice Department Policy

Due to the high demand of enquires within the practice please see details of the Neurosciences Queensland 'Practice Department Policy' below.

These procedures are in place to ensure that the team at Neurosciences Queensland can offer the best possible service to all patients.

By streamlining communication lines and directing enquiries to the relevant area we will be able to assist you more efficiently.

Please see below for areas within the practice to direct your enquiries to:

- ***Scheduling and Checking Bookings, accounts enquires, travel forms and medical certificates – Reception***
- ***Enquiries regarding privacy, complaints, policies etc – Administration Team***
- ***Deep Brain Stimulation Modulation enquires – DBS Nurse***
- ***Medication enquires – Treating specialist, local medical officer, or general practitioner***

Please note that a reply for your enquiry can take 48 hours during the week and longer if sent through on a weekend. As we receive a very high volume of messages and requests daily any non-urgent enquiries may have a longer wait time for reply.

**For any medical emergencies please present at your closest Emergency Department or call 000.**

## Indefinite Referrals Policy

As of 1<sup>st</sup> June 2020, Neurosciences Queensland (NSQ) will no longer be accepting indefinite referrals. This is due to an increased Medicare billing issues affecting both patients and practitioners.

Indefinite referrals have been impacting the claiming of Medicare rebates and bulk billing of neuromodulation and botulinum services.

Patient referrals should be issued by your General practitioner and will only be accepted for a period of

12months regardless if the referral was written as indefinite. You will be required to update a referral every 12 months. We appreciate your understanding.

To be applicable for a rebate, Medicare requires a current and valid referral at the date of service i.e. your consultation. Without a valid referral you are unable to receive a Medicare rebate.

All correspondence relating to patient consultations is sent to the referring doctor. It is important to have a general practitioner in the community to take care of your overall health. A specialist looks after a specific condition or organ, not all your medical issues.

Neurosciences Queensland has noted increased issues relating to patients with indefinite referrals these include:

- Consultation letters being sent to GP's that no longer treat the patient
- Patients not having a current GP
- Medicare rejections for neuromodulation services and botulinum treatments
- Medicare withholding patients rebate payment

To ensure continuity of care a new referral will be required every 12 months from your current treating doctor (GP).

To ensure NSQ has up to date referral information please double check the referral details at the bottom of all receipts or invoices issued by NSQ.

For any further questions please email [admin@nsqld.com.au](mailto:admin@nsqld.com.au) or alternatively telephone rooms 07 3839 3688.