

## WorkCover Patient Policy

Australia Telehealth can offer regular appointments whilst you have a current WorkCover Queensland or Queensland Self Insurer Claim.

We will send you an email with your appointment times and dates. For some appointments, you may be on our wait list awaiting a cancellation for that week. We recommend you **add us to your phone contact list** so you know it's us when we call. We will call as soon as we have a cancellation however if we cannot reach you, the appointment may be given to someone else. There is no guarantee we will be able to arrange an appointment in the week you are awaiting a cancellation.

We will call you the day before each appointment to confirm your availability. If we **cannot reach you by 1pm the day before, your appointment will be cancelled** and WorkCover Queensland or your Insurer may be notified. You can also call our office to confirm.

For all confirmed appointments, Dr Nandam will contact you at the arranged time via the agreed method (Facetime/Google Meet/Zoom). If we cannot reach you within 15 minutes of your agreed commencement time, a **cancellation fee of \$192.50** will apply. All future appointments will be put on hold until the cancellation fee is paid. Please note that **WorkCover Queensland/Self Insurers do not pay cancellation fees** and this will need to be paid by you.

You will need to be somewhere quiet for your appointment. This does not need to be your home but does need to be somewhere that you can speak freely with minimal background noise so that Dr Nandam can hear you. You also need to have a good internet connection for the call to work.

We have many patients on our waiting list to see Dr Nandam and therefore it is essential you are available at the agreed time and date. Should you need to reschedule an appointment, our office will do their best to accommodate requests however any short notice requests will not be able to be rescheduled.

Once your claim has ended, we can offer one Medicare appointment (291) per 12 month period.

Please remember that our team are here to help you. Any verbal abuse will result in all appointments being cancelled and WorkCover Queensland/the Self Insurer will be notified that we cannot assist with your treatment.

Should you wish to discuss our terms further, please feel free to contact our Practice Manager.