



Clinical Information

Presenting Symptoms

Wound History

Medical and Surgical History

Social History

Current Medications

Results of any Recent Investigations

Allergies or Relevant Clinical Alerts

Other Information



Referral Details

How did you hear about us?

Internet	Word of Mouth	GP
Community Nurse	Allied Health Professional	Hospital
Residential Aged Care	Other	

Would you like to receive further information about Wound Specialist Services?

YES
NO

Health Provider Contact Details

Name *

First Name Last Name

Email *

example@example.com

Phone Number *

Area Code Phone Number



Medicare Details

Medicare Card Number

Reference Number

Expiry Date

Referrer

Department of Veterans Affairs (DVA)

DVA Card Number

Reference Number

Accepted Disability

Expiry Date

Referrer



Third Party Funder

Funder Name

Reference Number

Work Cover QLD

Claim Number

Employer

Employee ID

Case Manager

Phone Number

Area Code

Phone Number

Referrer



Payment Details

Card Holder Name

Card Number

CCV

Expiry Date

Card Type

Bank Account Name

BSB

Account Number



Terms of Service and Financial Consent

Welcome to Wound Specialist Services. Provided below are our Terms of Service and an outline of your rights and responsibilities in relation to information security, access and confidentiality as well as your obligations regarding fees and cancellations.

Wound Specialist Services provides a Virtual Wound Clinic for patients with, or at risk for wounds, and those caring for them. Any individual, including health professionals or health services within Australia, can contact Wound Specialist Services for advice and guidance on wound management, including:

- General Practitioner
- Nurse Practitioner
- Registered Nurse
- Enrolled Nurse
- Aboriginal Health Worker
- Medical Specialist
- Allied Health Professional

PERSONAL INFORMATION: Wound Specialist Services will require demographic and clinical information about the patient inclusive of health history, medication summary and information about their wound(s). One to two good quality photographs of the wound(s) should be supplied to aid the consultation process. Wound Specialist Services will provide recommendations for evidence-based wound management based on the information supplied.

All information obtained during treatment is kept confidential and secure, except when:

1. It is subpoenaed by a court;
2. Failure to disclose the information would place you [the patient] or another person at risk of harm; or
3. Prior approval has been obtained to:
 - (a) provide a written report to another professional or agency—e.g. to a lawyer; or
 - (b) Discuss the material with another person—e.g. a parent or employer. If you claim rebates from funding bodies, doctors and health practitioners may be required to provide summary reports to referring doctors, specialists and/or agencies regarding your progress.

INFORMATION SECURITY AND ACCESS: In the course of treatment, personal information is collected to enable treatment. All notes taken in the course of treatment and all communications relating to treatment become a part of the clinical records. Clinical records are stored electronically in a secure patient file on Halaxy or Citrix, with consent of the patient or designated other. The patient has a general right to access records (subject to some exceptions which mainly relate to privacy, health or legal considerations) and can request access to records. Requests must be made in writing, after which the request will be discussed with the patient [or designated other]. We are legally required to store personal information for 7 years after ceasing engagement with Wound Specialist Services.

CONFIRMING APPOINTMENTS: We will endeavour to contact the patient and/or referrer via email, SMS or phone to confirm appointments; however, it remains the patient's and/or referrer's responsibility to be aware of the scheduled appointments.

TIME AND PUNCTUALITY: A consultation will usually last 30mins. If the patient and/or treating clinician are late, the consultation will usually still finish at the scheduled time, to be fair to the treating nurse practitioner and other patients.

CANCELLATION POLICY: If there is a need to cancel or postpone an appointment, we require at least 24hrs notice. Cancellations less than 24hrs notice will incur a fee of \$50+GST. This fee is not claimable through Medicare or private health insurance. This amount will be automatically debited from the patients and/or referrer's nominated debit/credit card stored on Halaxy or an invoice will be sent via post/email if this has not been provided. In the unlikely event that this fee is not paid, we reserve the right to utilise a debit collection service to recoup the funds.



SERVICE/CONSULT FEES: Fees are payable at the time of the appointment or if approved via prior arrangement within 14 days of invoicing. Payments accepted include BPAY, automatic debit using the debit/credit card provided. Work Cover clients must provide a written referral so we can claim consult fees. Please note, if Work Cover or third party provider informs us the patient is not covered, the patient will be personally liable for fees.

Wound Specialist Services charges a fee of \$150 (Medicare Rebate \$51.34 - Gap \$98.66) for an initial video telehealth consult and \$85 (Medicare Rebate \$34.85 - Gap \$50.15) for a follow-up video consult. It DOES NOT accept responsibility for the transfer of care of the patient to Wound Specialist Services.

HALAXY PAYMENT PROCESSING FEES: As a patient of this practice you consent to paying any Halaxy payment processing fees applicable to your service/consult.

ONLINE MEDICARE REBATES CLAIMING: This practice allows the patient to claim Medicare rebates instantaneously using online Medicare claiming. This means that the patient does not have to go to the trouble of taking the invoice to a Medicare office to claim rebates. Instead, your health practitioner electronically submits the claim to Medicare in one click using Halaxy, and Medicare pays the rebate into the patient's bank account (or your practitioner's bank account if it is a bulk bill or 'gap' claim).

REFERRALS: Wound Specialist Services will acknowledge all referrals within two working days. Patient consent will be required to facilitate sharing of clinical information with Wound Specialist Services staff and other health practitioners as necessary.

CARE OF THE PATIENT: Care of the patient will not transfer to Wound Specialist Services and the individual or health professional seeking the advice will remain the person responsible for the care of that patient and how any advice is deployed. Sometimes the nature and complexity of the patient's wound and the experience of the treating health professional might indicate that an on-site consultation with Wound Specialist Services is indicated. Wound Specialist Services can assist with a subsequent referral for a consultation. Further fees are payable for any on-site consultation (addressed in a separate payment arrangement).

By completing and signing the online patient intake and medical history form, you are agreeing to be invoiced for and to pay for the Virtual Wound Clinic consultation described above.

DISCLAIMER: The advice offered by the Wound Specialist Services consultants is in response to the clinical information and wound photograph(s) provided by the individual health care provider or health service and is in accordance with current evidence-based practice. All care is taken to ensure the advice provided is accurate. Responsibility for individual patient care rests with the individual health care provider or health service. The consultants, Wound Specialist Services and their employees, agents and contractors are not responsible for any injury, loss or damage suffered in relation to the use, misuse or non-use of the treatments, procedures and materials suggested for patient care, nor for any prosecutions or proceedings brought or instituted against any entity in relation to the treatments, procedures or materials suggested for patient care in the advice given. Patient care remains the responsibility of the health professional or health service seeking the advice. Nothing in the provision of this advice constitutes a transfer of care to or sharing of clinical care or treatment of that patient with Wound Specialist Services.

I accept the terms listed above

Date

YES

NO

Month Day Year