



Wound Specialist Services Client Intake Form

Resident Information

Full Name: _____ DOB: _____
Last First Middle.

Medicare No.: _____ Ref No.: _____ Expiry Date: _____

Gender.: _____ Mobility.: _____

GP Details

GP Name: _____

Phone: _____ Email: _____

Address: _____

Practice Name

Street Address

Apartment/Unit #

City

State

Post Code

Residential Aged Care Facility Contact Details

Name: _____ Position: _____

Phone: _____ Email: _____

Address: _____

Organisation Name

Facility Name

Street Address

Apartment/Unit #

City

State

Post Code

Please list additional contacts.

Full Name: _____ Relationship: _____

Email: _____ Phone: _____

Full Name: _____ Relationship: _____

Email: _____ Phone: _____

Financial Details

To whom shall we send the invoice: _____ Phone: _____
Address: _____ Contact: _____
Email: _____

Clinical Information

Did you upload the Health Summary, Medication Summary and Photos to the secure client portal? *If not please upload them via this link: <https://www.woundservice.com.au/upload-files/>*

Yes

No

Unknown

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 Source

How did you hear about us: _____

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

Terms of Service & 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 \$100+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 \$230 (Medicare Rebate \$54.60 - Gap \$175.40) for an initial video telehealth consult and \$130 (Medicare Rebate \$37 - Gap \$93) 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.

Signature: _____ Date: _____