



Initial Consultation

Client Name:

Date:

Date of Birth

Contact Number:

Gender:

Email:

Address:

Medicare Number:

Ref:

Expiry:

Private Health Insurance:

General Practitioner / Referring Doctor / Health Professional (where relevant):

Reason for Appointment:

How did you find out about Seed Nutrition?

Terms of Business

Seed Nutrition is committed to providing a high quality service in line with all professional responsibilities and obligations. The following policies and procedures are in place to ensure professional, safe, and quality care are delivered to all clients.

Fees

Consultation fees apply for each face to face or telehealth consultation and you will be provided with an invoice at the end of each session. This is payable within 7 days of receipt via direct debit.

Initial Consultation - \$140

Review Consultation - \$85

Long Review Consultation - \$120

Medicare Rebate - You may be eligible for a partial reimbursement of fees with Medicare if you have a Chronic Disease Management Plan set up with your General Practitioner (GP). The Medicare rebate is \$53.80 (Telehealth) or \$54.60 (Face to Face) so an out of pocket expense of \$85.40 – \$86.20 remains. The referral paperwork must be provided at, or prior to, the initial consultation to be eligible for the rebate.

Private Health Insurance Rebate – You may be eligible for a reimbursement if your policy includes extras cover including dietetic services. Please check your policy to confirm eligibility and an estimate of out of pocket expenses.

Once the invoice has been paid in full, a copy of your tax invoice will be supplied and you can submit your application to Medicare or your Private Health insurer for reimbursement.



Please enquire with Seed Nutrition and/or your Private Health insurer prior to your appointment if you would like a more detailed estimate of costs and expected reimbursements.

Booking and Cancellation Policy

Seed Nutrition asks that you provide at least 24 hours notice for all cancellations and rescheduling of appointments. There is no charge if you cancel your appointment with more than 24 hours notice.

Cancellation of appointments or failure to attend may attract a cancellation fee as follows:

- If you do not attend your confirmed appointment without notice you will be charged 100% of the consultation fee for the appointment.
- If you cancel your appointment within 24 hours of your scheduled consultation time you will be charged 50% of the consultation fee for the appointment.

Please note that any cancellation fees incurred are not eligible for a Medicare rebate or private health insurance reimbursement

We understand that in some circumstances short notice may be unavoidable, and discretion will be exercised in such cases.

Privacy

The privacy policy outlines how Seed Nutrition uses and protects the information collected from clients. A detailed copy of the Seed Nutrition Privacy Policy can be provided upon request.

All business activities are conducted in line with the Australian Privacy Principles (APPs), which are contained in schedule 1 of the Privacy Act 1988 (Privacy Act). The Act provides guidance on the obligations for health professionals in the way that personal information is collected, used, disclosed, stored, secured and disposed. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Federal Privacy Commissioner at www.privacy.gov.au.

Type and purpose of Information Collected

As part of its services, Seed Nutrition will need to collect and record relevant personal information in relation to you or your child. Any personal information that you disclose in the session with your Dietitian will be treated confidentially in accordance with the 1998 Federal Privacy Act. This applies to all verbal, written or computer stored material. This may include but is not limited to name, demographic information, medical history and investigations and other relevant information. Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, Seed Nutrition will take reasonable steps to destroy or permanently de-identify your Personal Information.

Disclosure of personal information

We do not sell, trade or otherwise transfer to outside parties your personal or sensitive information. This does not include trusted third parties who assist Seed Nutrition in business operations or in servicing you, as long as those parties agree to keep this information confidential.

Your Personal Information may be disclosed in certain specific circumstances including the following:

- Your prior approval has been obtained in writing or electronically; or
- Where required or authorised by law; or
- Where failure to disclose the information would place you or another person at risk



Code of Professional Conduct

Seed Nutrition's dietetic services are delivered by an Accredited Practising Dietitian and are in line with the Dietitian's Association of Australia (DAA) Code of Professional Conduct and Statement of Ethical Practice.

Further information on the Code of Professional Conduct and Statement of Ethical Practice can be located at <https://daa.asn.au>

Communication with you

- Any written communication from your Dietitian will be sent to your private, secure email address with your consent. You may nominate a postal address if you prefer.
- While all effort is made to conduct secure email transmission by your Dietitian, it cannot be guaranteed.
- If you contact your Dietitian by phone or email outside of your scheduled appointments, your Dietitian will respond to these only in session or, in between sessions, as workload permits at the Dietitian's discretion.
- Should you require an additional session to discuss urgent matters (that do not constitute an emergency), please contact Seed Nutrition to arrange an extra appointment.



Informed Consent Forms

Please read and complete this consent form prior to your first appointment with Seed Nutrition. Seed Nutrition will talk you through this information during your first appointment so that you can discuss any concerns.

Exchange of Personal Information and Team Based Care

There are times when it is helpful for Seed Nutrition to liaise with other people or agencies to enable co-ordinated, team-based health care. In such instances, we will request your written consent to communicate with a specific person or agency.

Please note, if you have been referred to Seed Nutrition by your General Practitioner under an Enhanced Primary Care (EPC)/Chronic Disease Management Plan, your Dietitian is required to provide progress reports and a summary of the nutrition care plan to your referring professional at the first and last session. This communication will describe the completed assessments, recommendations and progress relevant to the management of your health.

Without consent for the communication with your treating team, a Medicare rebate cannot be processed.

If you have any concerns about this, please discuss with your Dietitian.

Your Dietitian may contact your Doctor or other members of your treatment team at any times during your treatment if needed, and they will inform you of this when it occurs.

Breaking Confidentiality

There are rare and exceptional cases where health practitioners are required by law to break confidentiality and alert appropriate third parties. These exceptional cases include:

- If there is concern that you may be at risk of causing serious harm to yourself or another person
- If you disclose information concerning serious criminal offense including the abuse of a minor

Should these exceptional cases occur during the course of your sessions with your Dietitian, you will be informed of the need to break confidentiality by your Dietitian.

I consent for Seed Nutrition to communicate with the following health professional(s) in relation to my / my child's health care.

Health Professional	Name	Address & Email	Contact Number



Telehealth Consultations (if applicable)

Your Dietitian will help you understand how your Telehealth appointments will work so that you can feel as comfortable as possible with the process.

Once signed, you will be asked to return your consent form by email. This signed document represents an agreement between you and your Dietitian.

Your participation in Telehealth consulting is voluntary and you have the right to withdraw consent and stop your appointments at any time.

Medicare Benefits Scheme (MBS)

- If you are attending your appointment with a GP referral (Chronic Disease Management Plan), the service by Seed Nutrition can only be delivered when your Dietitian has received the fully completed paperwork from your Doctor.
- The referral form should be sent to your Dietitian prior to the first appointment either by email from yourself (non-secure connection) or your GP can send it to Seed Nutrition using the Medical Objects platform (high level encryption and security).
- If this paperwork is not complete, you will be asked to contact your Doctor for further information before your MBS Telehealth consultations can start.
- If you attend an initial appointment without a completed Medicare referral, full fees are payable. Please refer to 'Fees' section of this document.
- Billing of Telehealth Appointments - Under current legislation, Telehealth appointments offered under the COVID-19 MBS scheme are available from March 30th to September 30th only. After the 30th September, the Medicare item numbers for Telehealth will expire. After this date, only 'in-person services (with appropriate referral) will qualify for a Medicare rebate.

Process for Telehealth Consultations

- Prior to your appointment, your Dietitian will send email confirmation of your appointment and provide a specific Telehealth Link to access your appointment at the scheduled time.
- At your first appointment, the Dietitian will ask you to provide information to confirm your identity (e.g. date of birth, address, full name)

Confidentiality

- Any personal information that you disclose in the session with your Dietitian will be treated confidentially in accordance with the 1998 Federal Privacy Act. This applies to all verbal, written or computer stored material.
- Your Dietitian will conduct your Telehealth service in a private location and use the encrypted service of Zoom.
- Where possible, please attend your appointment in a private place, where you are unlikely to be interrupted or overheard. To optimise call quality, it is recommended that you have an adequate internet connection or a smart phone device with a good cellular connection at home or at the private location deemed appropriate to you to attend your video session. It is recommended that you do not use a public WiFi connection as your security and privacy cannot be guaranteed.
- Telehealth consultations are not permitted to be recorded by your Dietitian or anyone else.
- Your Dietitian will make written notes during the Telehealth session as a record of the conversation.

Communication with your referring doctor / treatment team

- Your Dietitian is required by Medicare to write to your referring Doctor and relevant treating team members at the first and last session under your referral plan.



Communication with you

- Problem free internet connection during your Telehealth service cannot be guaranteed. Should your appointment be interrupted by poor internet service you will be asked to provide a backup phone number to complete the appointment within your booking time.
- Any written communication from your Dietitian will be sent to your private, secure email address with your consent. You may nominate a postal address if you prefer.
- While all effort is made to conduct secure email transmission by your Dietitian, it cannot be guaranteed.
- Any information shared digitally with you by your Dietitian is not to be forwarded by you to third parties.

Limitations to Telehealth Servicing

- Telehealth services do not extend to after hours or emergency care. In the event of an emergency, please call 000 or the contacts advised by your treatment team.
- You may require 'in-person' assessment procedures for the safe monitoring of your health that cannot be delivered in a Telehealth format. Your Dietitian will let you know if, when and how this is required. In some cases, these assessments will be a requirement of your Telehealth service with your Dietitian and may change over the course of your Telehealth service.

Communication between you and your Dietitian may be impacted by meeting virtually. Telehealth is different to meeting with your practitioner face to face. Every effort will be made by your Dietitian to attend to understanding you with care. To assist with this, please raise any concerns you have with your Dietitian if you are feeling misunderstood.

I, (print your name) _____, on behalf of (print child's name if relevant) _____, have read and understood this document outlining

- Terms of Business (including privacy information)
- Consent for Exchange of Personal Information
- Consent for Telehealth (if applicable)

I agree to the above conditions for the service provided by Seed Nutrition.

Signature: _____

Date: _____

If you would like any further information on the policies and obligations outlined in this document, please discuss your request with Seed Nutrition.

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