

PATIENT INFORMATION SHEET

What happens next?

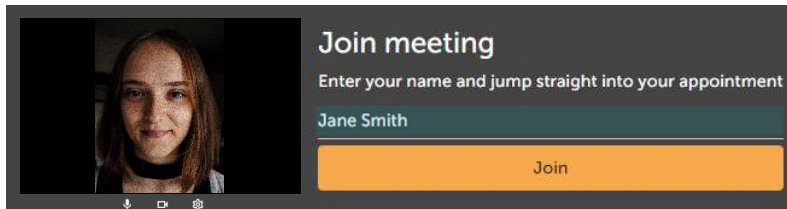
Now that your appointment is booked, it is automatically **confirmed**. You will receive a reminder via SMS text message and email around 24 hours before your scheduled telehealth appointment time.

If you do not receive this reminder in the lead up to your appointment, please contact us on reception@akkadianhealth.com.au or on 1800 950 886 to receive connection instructions.

How to Connect?

At the time of your appointment, click on the personal link sent in your appointment reminder email or SMS. You can also copy and paste or type this link into any web browser. Your link will look like this: <https://connect.coreplus.com.au/?room=??????> – however, use your personal link not this example!

You will see a ‘**Join meeting**’ screen. Enter your name and click “**Join**” to start the appointment.



If necessary, you can use the **Settings** button icon below the video image to configure your personal settings for your video (camera) and audio (speakers and microphone).

Technology

You will need a stable (but not necessarily a ‘high-speed’) internet connection – the quality of your telehealth session will adjust based on internet connection speed.

For the best experience, we recommend that you use an appropriate laptop or desktop computer with a working microphone, speaker, and camera. Where this is not possible, your smartphone or tablet will handle the video conference if you have internet connectivity (mobile data or WiFi).

Start your telehealth session in a clean freshly re-started web browser (with no other tabs open) to prevent any possible technical issues caused by conflicting applications.

Plan to join a few minutes before your scheduled start time to and set up in a quiet and private area where you will remain uninterrupted for the duration of the appointment (approximately one hour).

What will my appointment cost?

Akkadian Health is **not a bulk-bill practice** – you will incur **out-of-pocket expenses**¹ for our services.

Akkadian Health will charge your Credit Card for all applicable fees in full after each appointment. Please ensure sufficient funds are available to avoid additional administration or late payment fees.

Akkadian Health may cancel, suspend or terminate services if fees are past due.

Where applicable, we process your Medicare claim immediately once full payment of fees is received. The rebate then takes 2-3 working days to return into the bank account you have nominated with Medicare.

Please check www.akkadianhealth.com.au for the latest FEE SCHEDULE and answers to additional questions you might have.

¹ To be eligible for a Medicare rebate you must be registered for Medicare in Australia – otherwise you may be required to pay for the services in full. Rural/regional patients (in telehealth eligible areas) receive additional Medicare rebates.

What else do I need to know?

PLEASE NOTE THAT WE DO NOT FACILITATE OR PROVIDE A CRISIS SERVICE.

If you have thoughts of harming yourself or others, crisis support via SA Mental Health Triage is available 24 Hours - 7 Days per week on **13 14 65**. Alternatively, you can call Lifeline on **13 11 14** for support and advice. For any life-threatening emergencies dial **000** directly.

By joining your telehealth appointment, you confirm that you have read, understood, and agreed to our **Terms of Use** and **Privacy Policy** documents (available at <https://akkadianhealth.com.au>)

We outline here the most relevant sections as they apply to your telehealth appointment.

OUR CANCELLATION POLICY

To deliver services using limited medical specialist resources and in the interest of fairness to all, we enforce a strict Cancellation Policy.

You may re-schedule or cancel an appointment at any time by contacting us on 1800 950 886 or at reception@akkadianhealth.com.au. However, changes to appointments made within 48 hours of the scheduled appointment time may be subject to a Cancellation Fee of AU\$100.

Failure to attend a scheduled appointment without reasonable effort to make contact with us on 1800 950 886 or at reception@akkadianhealth.com.au shall be treated as a cancellation and is subject to a Cancellation Fee of AU\$100.

YOUR PRIVACY

Your privacy is important to us and we have put in place safeguards (both procedural and technical) to ensure that information about you remains secure and is never shared or disclosed to others - except to your referring GP or as required by law.

We collect personal information about you for you to take full advantage of our Services. This includes: your name, email, date of birth, phone number, address, and Medicare details.

Your GP also discloses to us personal information about you and your health and history as part of the referral and review process to our Services.

YOUR BEHAVIOUR

You are responsible for your conduct and the data that you provide to us and you must reasonably cooperate with your treating medical specialist and comply with our Acceptable Use Policy which forms part of our Terms of Use.

You agree not to impersonate others by providing fraudulent or falsified documents or by sharing misleading personal information about yourself.

We understand that in a state of psychological distress people may not behave their best, nonetheless we expect that you will be courteous - not abuse, threaten, or otherwise behave unreasonably towards Akkadian staff delivering or administering the Services.

We also expect that you will not be under the influence of drugs or alcohol during your scheduled appointment time.

We reserve the right to suspend or refuse to provide Services at our discretion and without notice if you do not comply with our Terms.