



DIAGNOSTIC AND INTERVENTIONAL ENDOSCOPY • ERCP • CAPSULE ENDOSCOPY • ACNES

DR BERNARD CHIN MBBS (Adelaide) FRACP (Australia) Gastroenterologist
DR JOHN OMBIGA MBBS FRACP (Australia) Gastroenterologist
DR ANDREW PALMER MBChB (Aberdeen) BSc (Hons) MRCP (UK) FRACP (Aus) Gastroenterologist
DR MONTRI GURURATSAKUL MD, PhD (Australia), FRACP (Australia) Gastroenterologist

Telehealth Policy and Informed Financial Consent

A “Teleconference” or “Telehealth” appointment is a professional attendance with a Specialist via telecommunication, rather than a face-to-face appointment. This can be via telephone or video call.

Options for Telehealth:

- Mobile or landline
- Video Call (via FaceTime)

Instructions for Facetime Telehealth

For Apple iPhone users:

1. When you see a Facetime call appear on your phone at your appointment time (Drs may infrequently run up to 30mins late), simply pick up the call as per usual and the consultation begins.

For Android and Windows phone users:

1. Ensure you have strong connection to WIFI
2. Have the latest version of Google Chrome or Microsoft Edge
3. When you receive a link to a Facetime call at the time of your Drs appointment (Drs may infrequently run up to 30 mins late), open the link
4. Enter your name and select Continue. You may need to allow Facetime to use your microphone and camera.
5. Select Join. Then wait for the call's host to let you in.

Telehealth consultations are only given an approximate time, this could slightly vary on the day due to unexpected delays.

Fees: If you are having a telehealth appointment that is not associated with your procedure, an invoice for an Out-of-Pocket fee will be emailed to you for payment prior to your appointment. Upfront payment for stand-alone telehealth consultations will need to be made prior to your appointment.

Direct deposit is the preferred method of payment:

Name of payee: Cairns Gastroenterology

BSB: 032 326

Account: 133 133

MasterCard/Visa credit or debit card payments are also accepted via the PayWay link OR on our website under “Patient Payments” <http://www.cairnsgastro.com.au/patient-payments/> and are subject to surcharges. Please use your name or invoice number as the reference for your deposit.

Please be aware there are increasing reports of fake invoices with fraudulent bank accounts posing as genuine businesses. We recommend you contact us to confirm our bank details, should you receive a new invoice with different account numbers to one you previously received from our reception staff.



**CAIRNS
GASTROENTEROLOGY**
SINCE 2007

Level 3, Suite 3,
120 Bunda St, Cairns QLD 4870
Ph (07) 4041 2877 Fax (07) 4041 6135
Email reception@guthealth.net.au
cairns-gastro.com.au

DIAGNOSTIC AND INTERVENTIONAL ENDOSCOPY • ERCP • CAPSULE ENDOSCOPY • ACNES

DR BERNARD CHIN MBBS (Adelaide) FRACP (Australia) Gastroenterologist
DR JOHN OMBIGA MBBS FRACP (Australia) Gastroenterologist
DR ANDREW PALMER MBChB (Aberdeen) BSc (Hons) MRCP (UK) FRACP (Aus) Gastroenterologist
DR MONTRI GURURATSAKUL MD, PhD (Australia), FRACP (Australia) Gastroenterologist

Due to Covid-19 measures, cash or cheques will no longer be accepted by our practice.

Upfront payment for telehealth consultations will need to be made prior to your appointment.

If you are unable to attend or need to reschedule your appointment, please advise our team as soon as possible.

If we are required to cancel your appointment, a \$50 cancellation fee will not be refunded.

By signing below, I confirm that I have read and understood the information above.

Name: _____

Date of Birth: ____/____/____

Signature: _____

Today's Date: ____/____/____