



# Naturopathic Services at The Jocelyn Centre

Women's & Men's Health, Birth, Breastfeeding, Children, Puberty, Menopause

June 2015

## Consultations:

Appointment Type	Cost	Cancellation Notice Required
Initial Consultation – 1 ½ - 2 hours	\$225 - \$300	2 working days
Subsequent Consultations	\$150	24 hours
Acute Care Consultations by phone/email for alteration to treatment protocol.	Starting at \$45	

Appointments may occasionally vary in length (and therefore cost) depending on your individual health issues. Your practitioner will advise you if additional time is required.

**Natural Medicines Cost:** Part of your treatment will involve taking herbs and supplements. As everything will be individually tailored to your needs, it is difficult to predict how much these natural medicines may cost. Costs will vary from person to person. An appropriate guideline for budgeting purposes would be between \$50-\$65/week, and you will usually need to purchase supplies for one month at your initial appointment.

**Missed Consultations & Late Cancellation Fees:** Cancellations must be given with adequate notice, as per the table above. Consultations are GST exempt but cancellation fees attract GST. Credit card details are taken when you make your initial appointment but will only be used if you miss your appointment or if adequate cancellation notice is not given. Your credit card details are deleted after your initial naturopathic consultation.

### Checklist for Your Initial Consultation

- Your completed Questionnaire. Please DO NOT send this questionnaire. If you have not received your questionnaire, please call reception or download one from our website.
- Any relevant & recent medical records (include results sheets with exact figures, wherever possible).
- The actual containers of any medications and/or natural medicines/supplements you have whether currently being taken or not. This enables your practitioner to assess if these can be used as part of your treatment. Prescribed medications will only be replaced by less invasive or natural alternatives in co-operation with the prescribing doctor. Please do not bring a list of supplements/medications alone and ensure you do not bring out of date items.
- Sufficient funds for consultations, supplements and herbal medicines.
- If you qualify for the Net Medical Expenses Tax Offset (see below) you will need a Doctor's referral (dated before your first appointment) in order to claim the medical expenses incurred at the Jocelyn Centre.

## General Information:

For your convenience, our naturopaths are available 5 days a week, including weekends, with after-hours consultations on most days. Please phone **(02) 9268 9000** to make an appointment.

**Reception & Dispensary** Monday to Thursday 9:00am – 5:00pm \*  
Alternate Saturdays 9:00am – 5:00pm  
\* or later, please call to confirm if collecting stock items after hours or on Saturday

**Naturopathic consultations** Monday to Thursday 9:00am – 7.00pm  
Alternate Saturdays 9:00am – 5.00pm

**Buying Additional Herbal Medicine:** we make enough of your herbal medicine to last until your next consultation as formulas can often change during your treatment. 24 hours notice is required when placing your order to ensure adequate preparation time, and credit card details are required. If you are unable to provide credit card details please allow up to half an hour preparation time on arrival. Please note we are unable to dispense the same herbal formula for more than 3 months without a consultation, as the herbs may no longer be appropriate for your current health status.

**Distance Consultations:** we offer treatments via phone to patients unable to attend in person, after at least one face-to-face consultation which is an industry requirement. If treatment continues for more than 6 months, a further face-to-face consultation may be required. Natural remedies can be posted nationally and internationally via secure delivery methods.

**Rebates:** standard Medicare rebates apply for medical consultations only. The Medicare Safety Net may apply for annual family medical expenses. Most Private Health Funds offer partial rebates, though these vary for natural therapy consultations and for natural medicines and supplements.