

TERMS & CONDITIONS

My Health Record

The Diabetes WA Clinic accesses My Health Record prior to and during appointments. If you do not want us to access your My Health Record, please contact us at least 1 business day before your appointment.

Please read and accept the following:

- I declare that I have read and accept the Terms and Conditions and Cancellation Policy listed below.
- If I require insulin adjustment advice, I confirm that I will ensure my GP or endocrinologist has completed and signed the Insulin Authority Form before my scheduled appointment.
- I understand that there is the potential for serious risks involved with adjusting insulin and with some diabetes treatment options.
- Private Health Insurance and Medicare claims will be processed after full payment for services for your convenience. If the claim is declined, I accept responsibility for payment of all outstanding accounts. I authorise Diabetes WA to debit my nominated card for payment for services rendered as part of treatment.
- I understand that my personal and health information will be treated in accordance with the Diabetes WA Privacy Policy covered by the Privacy Act 1988. Details of this policy are available on request.
- I consent to my Diabetes WA Clinic diabetes educator to discuss relevant parts of my treatment with my treating doctor and other healthcare team.
- Private Health Insurance and Medicare claims will be processed after full payment for services for your convenience. If the claim is declined, I accept responsibility for payment of all outstanding accounts. I authorise Diabetes WA to debit my nominated card for payment for services rendered as part of treatment.
- I understand that informed consent is required prior to receiving any service offered by the Diabetes WA Clinic, and that I may withdraw my consent at any time by informing the Diabetes WA Clinic in writing.
- I consent to receiving treatment and clinical services provided by the Diabetes WA Clinic until such time that I withdraw my consent.

Cancellation Policy

In the case of lack of attendance, the following policy will be followed. By booking this appointment, you or your representative acknowledges these terms and agrees to the resulting actions.

Cancellations by the participant:

If something has changed and you need to cancel one of your bookings, please contact us using one of the below methods:

- Phone: 08 9436 6290
- Email: clinic@diabeteswa.com.au

Short Notice Cancellations may incur a fee of up to 100% of the total appointment fee.

A cancellation is considered short notice cancellation if you:

- do not show up for a scheduled appointment within a reasonable time, or are not present at the agreed place and within a reasonable time when we travel to deliver the support; or
- have given less than two (2) clear business days' notice.

If we can reallocate your appointment to another person, you will not be charged. If there are several short notice cancellations, we will discuss this with you to ensure you are satisfied with the service you are receiving, we will ask you to pre-pay for your appointments at least two (2) clear business days beforehand or support you to transition to another provider if required.

Feedback and Complaints

If you wish to provide us with feedback, or submit a complaint, you can do so by:

- Phone: 1300 001 880
- Emailing: info@diabeteswa.com.au
- Writing to: Level 3/322 Hay Street, Subiaco WA 6008- you can submit your complaint anonymously.
- Talking to any Diabetes WA team member and ask them to help you make a report.
- Talking to someone close to you who can help you make a report.