

Dr Rakesh Iyer

MBBS, MRCP (UK), Cert in Endocrinology and Diabetes (UK), FRACP
Endocrinologist
Clinical Lecturer ANU Medical school
Provider number: 436927CH

Cancellation and Privacy Policy

Cancellation/No show Policy

Our goal is to provide quality medical care in a timely manner. In order to do so we have implemented an appointment/cancellation policy. This policy enables us to better utilise available appointments for our patients in need of time sensitive medical care.

We understand there are times when you may miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment you may be preventing another patient from getting urgent treatment. The situation may also arise where another patient fails to cancel, and we are unable to schedule you for a sooner appointment.

How to cancel your appointment:

If it is necessary to cancel your scheduled appointment, please call one working day in advance. Appointments are high in demand and your early cancellation will give another person the opportunity to have access to timely medical care. To cancel an appointment, please call 62814821 during the hours advised below. You may also cancel by responding to the SMS reminder you received for the appointment. Please note we do not receive SMS messages which are not a direct reply to an SMS appointment reminder that was sent to you.

Late for scheduled appointments

We understand delays can occur; however, we must keep the other patients' appointments with the doctors on time. If you are running late, please notify our office on 62814821 as we may need to reschedule your appointment.

The following are charges for services in the office:

Same Day Appointment Cancellation = full fee of missed appointment.
Lost Prescription Fee- \$25.00

Thank you for your understanding.

Consent to share personal information policy

Deakin Endocrinology collects information about you for the primary purpose of providing a quality service to you. In order to thoroughly assess, diagnose and provide treatment, we need to collect personal information from you. This information will also be used for:

- a. The administrative purpose of running the practice;
- b. Billing and transmitting your Medicare claim;

- c. Use within the practice if discussing your treatment with another practitioner in the practice related to your ongoing management;
- d. Disclosure of information to your doctors and other health professionals to facilitate communication and best possible care for you; and
- e. In the case of insurance or compensation claim it may be necessary to disclose and/or collect information that concerns your return to work to an insurer or your employer. In the case of a fitness to drive medical assessment it may be necessary to disclose information that concerns your ability to retain a licence.

We do not disclose your personal information to overseas parties.

We have a Privacy Policy that is available on request and is available in the waiting area. To ensure the process of quality treatment provision, information about your results and progress may be given to relevant practitioners who are involved in your management. These may include your general practitioner, specialists, dentist, dietitian, diabetes educator and allied health professionals.

I have read the above information and understand the reasons for the collection of my personal information and the ways in which the information may be used and disclosed, and I agree to that use and disclosure.

I understand that it is my choice as to what information I provide, and that withholding or falsifying information might act against the best interests of my treatment.

CCTV privacy policy

The personal information we collect and hold about you will only be used in ensuring the security of patients and staff and for insurance purposes. The information is stored locally in a network video recorder and it also includes live feeds. Access is limited to administration staff and the practice owner. We will not disclose your personal information to a third party unless you consent, or we are required or authorised by law to do so.

Our privacy policy explains how you may access or seek correction of your personal information and how we will deal with privacy complaints.

We take your privacy very seriously. If you have any questions about how your personal information will be managed, please contact admin@deakinhealth.com.au

By signing below, I acknowledge I have read and accept conditions of the Privacy Policy, Cancellation Policy and Consent to Share Personal information Policy:

Name in full:

Signed:

Date: