

Dear Patient,

It is my pleasure to welcome you to Wellness Perth Natural Medicine.

Our philosophy is to guide you through a rapid recovery to full health and happiness, by combining the traditional wisdom of natural medicine with state-of-the-art health testing technology and science.

Appointment Policy

In accordance with the Naturopaths & Herbalists Association of Australia (NHAA) guidelines, 3 full working days' notice is required to cancel or reschedule an appointment. If less than 3 full working days' notice is provided, the Appointment fee will still be billed. Please arrive on time for your appointment. If you happen to be running late through unforeseeable circumstances, please call the office to let us know on (08) 9479 5310.

Appointment Fees:

Appointment fees are charged on a time-utilised basis with eftpos facilities offered for payment ease:

- | | | | |
|------------------------|---------------|---------------|---------------|
| • Initial Appointment: | 60 Mins \$249 | 75 Mins \$289 | 90 Mins \$349 |
| • Review Appointments: | 30 Mins \$139 | 45 Mins \$189 | 60 Mins \$239 |

After hours, public holiday, or emergency care appointments may be charged at a higher rate. Appointment fees may change over time; current fees may be found online here: <https://www.wellnessperth.com.au/appointments/>

Past Blood Tests & Medical Tests

If you have completed blood tests, medical tests, or scans within the last few years we will automatically access and prepare these ahead of your initial appointment. Past results provide highly valuable information which has often been previously overlooked; and allows us to organise new and relevant testing.

Pathology Preparation Fees

Each set of result/s accessed, interpreted, or prepared by us acquire a Pathology Preparation Fee usually between \$15 - \$395 as your results are accessed and prepared prior to your appointment in a separate, allocated time.

We prepare your results with exciting and detailed information providing confident answers and solutions to your health concerns. We will explain these through our unique understanding of biochemistry, science and integrative natural medicine and provide copies for you to keep with optimal functional medicine reference ranges included.

Email and Telephone Communication Between Appointments:

We welcome all queries, requests, updates, and communication between appointments! Due to the high volume of emails and busy nature of our practice we by necessity bill for email communication and tasks requested between appointments which take more than 5 minutes. These are billed at our standard fees, for example 5 minutes is \$45, 15 minutes is \$99, 30 minutes is \$139; after hours or emergency care may be charged at a higher rate.

Further Health Testing

Depending upon the reason for your appointment, you will likely require further comprehensive state-of-the-art health testing. Some of these may be familiar to you, like normal blood tests, whilst others may be new to you, such as salivary hormone testing or neurotransmitter testing. Some of these tests are not currently covered by Medicare or private health funds.

I sincerely look forward to working with you towards your permanent best health and happiness!

Kylie Robshaw

Clinical Integrative Naturopath & Medical Herbalist
BHSc (Comp Med), Adv Dip (Nat), Adv Dip (WHM)
Member NHAA 155008