



General Office Policy

Dated 1 July 2026

Welcome

This policy outlines how the practice operates and what patients can expect when receiving care from Dr Shahidi and the practice team.

We are committed to providing safe, respectful and patient-centred care in accordance with applicable NSW health requirements, Australian privacy obligations, Medicare requirements, AHPRA and Medical Board of Australia guidance and professional standards.

This General Office Policy should be read together with the practice's Privacy Policy and any procedure-specific information provided to patients.

1. Appointments

Appointments are offered on a first-come, first-served basis. While we do not maintain a cancellation list, patients are welcome to contact the practice periodically to enquire about earlier appointment availability.

Urgent appointments will be prioritised according to clinical need. If you believe you require immediate medical attention, please call 000, attend your nearest Emergency Department, or ask your referring doctor to contact the practice directly where appropriate.

If you are running late, please notify the practice. This helps us manage our schedule and minimise delays for other patients. If you arrive more than 10 minutes late, your appointment may need to be rescheduled.

Although we aim to run on time, delays can occur when patients require urgent or unexpectedly complex care, or due to emergency clinical responsibilities. If you have time constraints, we recommend booking the first appointment of the session where possible. We will endeavour to keep you informed of any significant delays.

2. Referrals

Patients are responsible for ensuring a valid referral is provided before their appointment.

General practitioner referrals are typically valid for 12 months, and specialist referrals for 3 months.

A current referral is required for Medicare claiming purposes. If a valid referral is not available, Medicare rebates may not be payable.

3. Fees and Payments

Consultation fees and surgical fees are the responsibility of the patient unless otherwise advised.

Consultation fees are payable on the day of attendance. Patients with valid referrals may be eligible for a Medicare rebate.

Surgical fees are generally payable six weeks before the scheduled procedure. Receipts required for Medicare and private health fund claiming will be provided following payment and/or surgery as applicable.

The surgical fee includes routine post-operative care for one month after surgery unless otherwise advised. Additional consultations beyond this period may attract further fees.

Unexpected findings or additional procedures may result in additional costs. Further fees may also arise from complications requiring additional treatments, medications, hospital stays or professional services.

Fees are reviewed periodically and may change. Current fees are available from the practice upon request.

4. Risks and Complications

All surgical procedures and medical treatments carry risks. Please refer to risks on the website.

Dr Shahidi will discuss the risks, benefits and available alternatives, including non-surgical options where appropriate, to support informed decision-making.

Risks relevant to your individual circumstances and procedure will be discussed during the consent process.

While every effort is made to achieve the best possible outcome, results cannot be guaranteed.

5. Feedback and Complaints

We welcome feedback, compliments and complaints as part of our commitment to continuous improvement.

Concerns about any aspect of your care should initially be directed to Dr Shahidi in writing wherever possible. We aim to address concerns respectfully, fairly and promptly.

If you are not satisfied with the outcome, you may contact the NSW Health Care Complaints Commission (HCCC).

For further information visit: NSW Health Care Complaints Commission
www.hccc.nsw.gov.au

6. Respectful Conduct

We are committed to providing a safe and respectful environment for patients, visitors and staff.

Aggressive, threatening, abusive, discriminatory or inappropriate behaviour will not be tolerated.

In some circumstances, appointments may be ended or ongoing care declined where it is safe and appropriate to do so.

7. CCTV Surveillance

For the safety, security and wellbeing of patients, visitors and staff, parts of the practice premises are monitored by Closed-Circuit Television (CCTV).

CCTV footage may be collected and retained for security, safety, incident investigation and risk management purposes.

Access to CCTV recordings is restricted to authorised personnel and managed in accordance with applicable privacy requirements and the practice Privacy Policy.

By entering the premises, patients and visitors acknowledge that CCTV monitoring may be in operation in common areas of the practice.

8. Mobile Phones

Mobile phones should be kept on silent while in the waiting area and during consultations unless their use forms part of your care or has been approved by staff.

9. Privacy and Requests for Information

The practice maintains a separate Privacy Policy that explains how personal and health information is collected, used, stored, disclosed and protected.

Patients may request a copy of the Privacy Policy at any time.

Medical records are maintained securely and accessed only by authorised persons involved in patient care or practice administration.

Requests for access to medical records should be submitted in writing and will be managed in accordance with applicable privacy and health records legislation.

Information relevant to your care may be provided by telephone, secure email or post where appropriate.

Extensive reports, documentation requests or repeated administrative enquiries may attract fees. Medicare rebates are generally not available for these services.

10. Test Results

Test results may be provided by telephone or other agreed methods where clinically appropriate and arranged in advance.

Some results require an appointment to ensure adequate discussion and follow-up care.

While the practice will make reasonable efforts to communicate significant results, patients are encouraged to contact the practice if they have not received their results within the timeframe advised.

11. Informed Financial Consent

Before any surgical procedure, patients will receive written information outlining the expected costs of treatment.

This information will include:

- Anticipated surgical fees
- What is included and excluded from the fee
- Known additional costs
- Potential costs associated with complications or unexpected findings
- Patients are encouraged to ask questions before proceeding with treatment.

12. Consent Process

Before any procedure, patients will be provided with verbal and written information about:

- The nature of the procedure
- Expected benefits

- Material risks and complications
- Alternative treatment options
- Recovery expectations

Patients are encouraged to ask questions and take sufficient time to consider their options before providing consent.

Written consent will be obtained before proceeding with treatment.

13. Outcome Expectations

Results vary between individuals and are influenced by factors such as:

- Anatomy
- Healing responses
- Medical conditions
- Adherence to post-operative instructions

While Dr Shahidi strives for the best possible outcome, no guarantee can be given regarding a specific result.

14. Use of Before-and-After Photographs

Before-and-after photographs may be shown to illustrate general treatment outcomes.

These photographs are of actual patients who have provided appropriate consent for their use.

Individual results vary and photographs should not be regarded as a guarantee of outcome.

Images are not digitally altered and are used in accordance with applicable AHPRA advertising requirements.

15. Communication Consent

By providing your contact details, you consent to receiving appointment reminders, administrative notifications and other practice-related communications by SMS, email or telephone.

Electronic communication is not monitored continuously and should not be used for urgent medical matters or emergencies.

Please notify the practice in writing if you prefer not to receive electronic communications.

16. Chaperones

Patients may request a chaperone for any consultation, examination or procedure.

The practice may also offer a chaperone where clinically appropriate.

17. Interpreter Services

Patients who require language assistance are encouraged to advise the practice when making an appointment so that appropriate arrangements can be considered.

18. Medical Emergencies

This is a specialist consultation practice and is not equipped to provide emergency medical care.

If you experience severe bleeding, chest pain, shortness of breath, signs of stroke, or any other medical emergency, please call 000 or attend the nearest Emergency Department immediately.

19. Policy version control

Date of Policy	Version	Review Date
1 July 2025	V 1	1 July 2026
1 July 2026	V1.1	1 July 2027