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## New Patient Information

### Appointment details

**Day:****Time:****Specialist/Doctor:****Fee: \$****Location:** Macquarie Plastic and Reconstructive Surgery  
Suite 301, 2 Technology Place  
Macquarie University NSW 2109**MPRS Hours**Monday to Friday: 9.00am to 5.00pm  
Closed Weekends and Public Holidays

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Macquarie Plastic and Reconstructive Surgery staff welcome new patients and look forward to seeing you in our office.

MPRS staff would like to make your first appointment with us as smooth as possible. We have included information we hope will assist us in doing so.

### Patient Registration Form

Please complete the enclosed Patient Registration Form. As much information as you can give us will help your Specialist/Doctor during your first consultation.

You can either send your completed registration form to us via mail or email, or bring it with you on the day of your appointment.

What to bring with you to your first appointment

- Completed patient Registration Form
- Referral letter\* from your GP or other healthcare provider
- Private health fund card
- Medicare card
- DVA or pension cards
- Any additional medical information that will assist your Specialist/Doctor with your care i.e. clinical notes or letters, operation reports, pathology results, radiology results, radiology films etc.

\*your GP or referral source can email your referral to us if more convenient.

### Appointment Reminder

SMS reminders will be sent for all scheduled appointment 2 business days prior to your appointment. If you do not have a mobile phone our practice staff will telephone you on the number/s you have provided. If you do not respond to your SMS reminder practice staff will attempt to call you also.

### Cancelling your appointment

If you feel it necessary to cancel your appointment we would appreciate you calling us as soon as possible. We require, at the latest, that you notify us by 4pm the business day before your appointment. Please call 02 9812 3899.

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**Payment**

We ask for full payment of your account on the day of your consultation.

At MPRS we have various payment options for your convenience.

- Cash
- EFTPOS
- We accept Visa and MasterCard only.
- Cheque. Make cheque payable to 'MUCA Plastics'

The exception being for surgery fees which can be made via bank transfer.

Electronic Bank Transfer: Bank: NAB  
BSB: 082-057  
Account no: 878374705  
Account name: MUCA Plastics  
Reference: MPRS, Invoice No & Name

Please email MPRS when you have made payment at [mprs@muhsc.org.au](mailto:mprs@muhsc.org.au)

This practice currently does not have the facilities for electronic claiming.

**Medicare Rebate**

In order to claim the maximum Medicare rebate a current valid referral is required.

If you do not have a referral you can still claim a Medicare rebate but the amount will be minimal.

You will be issued with an invoice of payment on the day. This can be used to submit your claim to Medicare.

**Note:** Cosmetic consultation **do not** attract a rebate from Medicare or your private health insurance fund.

**WorkCover claims**

WorkCover claims require a claim number. At the end of the consultation the account will be forwarded to the insurer.

If you do not have a claim number you will be required to pay the full amount on the day. It is your responsibility to follow this up with your employer or WorkCover insurer.

**Medical Certificate**

If you require a medical certificate for absence from work, limited duty statement, return to work, or absence from school, please inform your Specialist during your consultation.

**Informed decision**

At MPRS we endeavour to ensure you have been given information about your condition, investigation options, treatment options, benefits, possible adverse effects of investigations and treatments, and the likely result if treatment is not undertaken. So that you can make an informed decision about your care or treatment options please make sure you bring a list of your questions for the Specialist.

If you require clarification of any of the above-mentioned information, or you have any additional questions, please contact MPRS on 02 9812 3899.

Thank you  
MPRS Staff