



Consultations:

Appointment Type	Cost	Required Notice for Cancellation
Initial Consultation – Clinic 1hr	\$120	2 working days
Follow-Up Consultation – Clinic 1hr	\$95	24 hours
Follow-Up Consultation – Clinic ½ hr	\$75	24 hours
Initial Consultation – Mobile 1hr	\$150	2 working days
Follow-Up Consultation – Mobile 1hr	\$125	2 working days
Follow-Up Consultation – Mobile 30mins	\$105	2 working days
Skype & Phone Consultation – 1hr (includes emailed treatment plan)	\$180	24 hours
Skype & Phone Follow-Up – ½ hr	\$110	24 hours

Appointments may occasionally vary in length (and therefore cost) depending on your individual health issues. Consultations start at your allocated time & are not extended due to late arrival. Skype and phone appointments must be paid in full prior to appointment, to confirm your booking.

Natural Medicines Cost: As part of your treatment you will be prescribed herbs and supplements. We will ask about your budget and requirements and devise a prescription that suits you. As everything is individually tailored to your health issues, it is hard to predict how much your prescription may cost. A guideline for budgeting purposes would be about \$40-\$65 per week for you initial month of treatment, subsequent months are usually less. You will be required to purchase supplements to cover your first month of treatment at your initial consultation. We do not offer accounts and all costs need to be paid in full at time of provision. We offer payment via credit and debit card, EFTPOS, HICAPS, Visa and Mastercard.

Health Fund Rebates: Our naturopath is registered with all major health funds. If you fund supports HICAPS you can swipe your card and only pay the gap fee. Please note at this time BUPA and Medibank Private do not transact via HICAPS however you can submit your receipt online or in person to claim your Medibank Private or BUPA rebate.

Missed Consultations & Cancellation Fees: Cancellations need to be given with adequate notice, as per above table. Consultations are GST exempt but cancellation fees attract GST. Credit card details are taken when you make your initial appointment and will only be used if you miss your appointment or if adequate cancellation notice is not given.

Refill of Prescription: In certain circumstances we can provide a refill of your naturopathic script without consultation. This service incurs a \$5 dispensing fee. Please allow 24hrs notice for your script to be prepared.

Product Dispensing/Delivery: Health Haven no longer offers home delivery of scripts via our naturopath. You are welcome instead to collect from the clinic (by prior arrangement) or have the products couriered to your home (same day) for a \$5 fee.

Initial Consultation – Checklist

Please review the below and ensure you have the necessary items. Thank you!

- Your completed Intake Questionnaire – email to us before your appointment or bring with you. If you have not received your questionnaire, please call reception or download one from our website.
- Any relevant & recent medical records (include results sheets with exact figures, wherever possible). The actual containers of any medications, natural medicines, supplements you have whether currently being taken or not. This enables our naturopath to assess if these can be used as part of your treatment. Please bring prescription medications. Please do not bring just a list of supplements/medications and do not bring out of date items. *Thank you!*
- Sufficient funds for consultations, supplements and herbal medicines. We do not offer accounts. We do offer a “pay as you go” options. Please ask for details if this may suit you.

General Information:

For your convenience, Health Haven’s naturopath is available 5 days a week, including some Saturdays. After-hours consultations are available by skype or phone, and sometimes face-to-face by prior arrangement.

Please phone **0409 370 228** or email **info@healthhaven.com.au** to make an appointment.

Naturopathic consultations Tuesday to Friday 9:00am – 5.00pm, Alternate Saturdays 9:00am – 1.00pm