

Canberra **Knee Clinic**

Pre-operative Information

Administration and Financial issues

Office Staff – Dr. Klar’s practice manager is **Sandy Park** and office manager is **Meaghan Tuhon**. **Alex Stinson** is our medical secretary. They will be able to help with any questions regarding the non-clinical aspects of your planned admission. Please contact Sandy, Meaghan or Alex on **6225 7410** if you have any concerns regarding surgery dates, invoices or administration queries.

If you are a worker’s comp or third-party patient, we will write to your insurer on your behalf telling them of the need for your operation and asking them to accept liability for the costs of the operation. It is then up to you, to pursue the insurer further to ensure that they will pay for your operation. Some compensation insurers impose a 28 day wait before approving surgery which is unfortunate and outside of our control at CKC.

If there are any concerns regarding your post-op recovery progress during the 8 weeks post-surgery, such as unexpected pain, wound infections or blood clots please call 6225 7417 and Janet Donohoo, our CKC orthopaedic nurse will be able to assist you with your enquires. Please leave a message if this number is unanswered. Janet is often in a clinic but will return your call as soon as she can. In most cases, she will be able to offer a solution to your problem or liaise directly with Dr Klar about your problem.

After hours please contact the shift co-ordinator at National Capital Private Hospital (NCPH) on 6222 6666. They will in turn get a message to Dr Klar who will in most cases call you back himself. If all these suggestions fail, then please attend your nearest Emergency Department and ask them to get a message to Dr Klar after they have assessed your problem.

Procedure Explanation – Each operation has its own unique aspects. Dr Klar will provide written explanations of your procedure together with an explanation of potential risks and complications.

Our CKC website found at www.canberrakneeclinic.com.au also has excellent information and explanatory videos on many procedures and we encourage you and your family to access these online resources. If there is any aspect of your upcoming operation that you do not understand please raise this with Dr Klar at your pre-op visit or alternatively when you come into the hospital for the procedure. Please feel free to schedule a second or third appointment with us at CKC if you have any queries or concerns prior to your procedure.

Hospital Admission – After your operation is scheduled and booked with the respective hospital, a staff member from that hospital will call or ask you to call them at a certain time to notify you before your operation of your admission time, tentative place on that days operating list and fasting time. Occasionally, last minute changes do occur to the order of any operating list or another patient's operation may take longer than originally anticipated. For these reasons, delays can occur once you are admitted to hospital and if this happens, we do apologise in advance. Please anticipate this and bring work or reading material to keep yourself occupied and frustration to a minimum.

Financial Consent – It is our intention to provide you with an accurate and timely estimate of the costs of your upcoming surgery prior to your admission. Dr Klar's fee will be outlined on that estimate. Unexpected bills after surgery can be distressing for patients and in most cases are avoidable. Occasionally, additional or slightly different procedures are performed to maximise your benefit from surgery. If this happens then there may be a discrepancy between your quote and the invoice sent to you.

Once you have decided on the date for your operation a written estimate will be prepared and provided to you. The estimate will provide contact details for the surgical assistant and anaesthetist scheduled to be at your operation on the day you have selected. We suggest you contact these Doctors to obtain an estimate of their

fees. The estimate form needs to be signed and returned to the rooms before your surgery can go ahead.

Recent negotiations between government and health funds have sought to minimise health fund outlays by not fully covering all implants used in orthopaedic surgery. This is worrying for the surgeons and patients as there is a small chance your health fund may seek to not completely cover the cost of your implant if you require one. This can leave the patient responsible for paying the implant company a portion of the implant cost. For this reason, we suggest you call your health fund and obtain from them an undertaking to cover your operation and implant costs. Most common types of implants are fully covered but it is possible that if a special implant is required during your procedure that you may be left with a gap to pay if your health fund chooses to not fully cover its cost.

Most health funds are now encouraging patients to seek an undertaking from their surgeon that the procedure will be done under a so-called No Gap scheme. This represents a significant decrease in the usual fees for surgery that most surgeons charge and can be in the order of a 50% fee discount. Dr Klar therefore does not offer No Gap surgery.

Finally, please allow for incidental costs such as blood tests, x-rays, scans, physiotherapy, casts, orthopaedic appliances such as crutches and medications that you may require after the surgery.

Consultation Fees – Your initial consultation will attract a fee of \$250 and we appreciate payment at the time of consultation. Subsequent consultations for the same condition are charged at \$145 per visit. Post-op consultation charges are incorporated into the surgical fee for 6 weeks after your procedure. After this the standard fee of \$145 will be charged for each visit. New conditions will attract the usual \$250 fee once the initial 6-week post-op period has expired. Medicare will refund a percentage of these fees but there will be an out-of-pocket component.

Second Opinions – Occasionally patients may feel like seeking a second opinion prior to booking in for surgery. Dr Klar encourages

this and if you feel you would like to seek a second opinion then please let Dr Klar or your GP know so that this may be arranged.

Medicolegal reports – Dr Klar’s clinical workload makes it impossible for him to provide insurers or lawyers with medicolegal reports in a timely fashion. Dr Klar has therefore taken the decision to not provide these reports. Copies of letters to your GP and copies of operation reports are available, but formal assessments of your functional disability for litigation or insurance purposes is best carried out by doctors who specialise in rehabilitation or medicolegal reports. Dr Klar is concerned primarily with your current clinical condition and if surgery will help your symptoms rather than focusing on writing reports to legal firms or insurers. If you think you will need a formal medical report then please get your GP to refer you to a surgeon or rehab specialist who does this type of work.

Patient information and data – CKC is a digital paperless practice, which means that all data pertaining to your treatment by Dr Klar is kept on a secure computer database/server and no paper file is kept. We have a patient confidentiality policy and a copy of this is available upon request and is downloadable from our website.

We will not release any information regarding your personal medical history unless we receive a signed authority from you permitting us to do so. Dr Klar will also not discuss your care with any third party over the phone unless you expressly instruct him to do so in writing. Occasionally, your data kept on computer at CKC may be used for research purposes. If this occurs, the data is completely de-identified and not traceable to you personally. If you are not willing to have your biomedical data used for medical research purposes, please advise us accordingly.

Information for your referring Doctor – All correspondence will be sent automatically to your referring Doctor including a copy of your operation report. If you are a third-party or workcover patient then your insurer with your written permission will also get a copy of all letters to your referring Doctor and a copy of the operation report, after the accounts are paid. If you are aware of any parties you expressly do not want any information sent to, please advise us accordingly.