

## **Dr Frances Pitsilis - Information and consent**

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***Please read the following information carefully before you commit to your first consultation with me Dr Pitsilis***

### **ABOUT WHAT I DO**

I am a qualified and registered doctor and hold a fellowship with the New Zealand College of General Practitioners. I also hold a diploma in Occupational Medicine which has influenced my awareness of the effect that chemicals can have on the body as well as stress.

My medical training background is through the conventional medical system. I have also completed extra training and qualifications that include learning about human biochemistry, DNA, immunology, nutrition, some herbal treatment, as well as other modalities.

### **MY ROLE**

Although I am qualified as a General Practitioner, I have developed my practice to offer more focused services alongside my patients continuing to see their own doctors. In other words, I am part of the team of health care providers for my patient.

**I am not a substitute for your general practitioner**, or any specialists you may see for health problems.

### **Action points**

At our first consultation I will ask you for the name of your General Practitioner/family doctor and if you don't have a doctor encourage you to enrol with a general practice.

Keep your family doctor and see that doctor for your everyday health problems and health screening.

### **Sharing of Information**

What you say to me is confidential. I want you to be able to tell me anything and everything so that I can help you to make important decisions regarding your health.

I practice in a holistic way and will ask you questions about your family history, diet, lifestyle and wellbeing in greater detail than you may have encountered before.

Ideally all the health care providers looking after you should share the information they have about you so we can work collaboratively from the most comprehensive information possible.

Some patients are worried about telling their doctors about each of the people in their health care team including me.

Doctors are required to be respectful when you tell us about any types of health care you are receiving whether or not we agree with your treatment. So you should be able to trust in all your doctors to tell them about all the treatment you are receiving. I encourage you to let me send information to your other health care providers.

If you refuse to allow me to share your information, then I will not go against your wishes. I will only provide information to those people you consent to or those people or agencies that I am required to send information to.

### **Action point**

**When we first meet please let me or my staff know if you do not agree to my sending a report after each visit to your Family doctor and other health care providers.**

### **CAM PRACTITIONER**

My interest is in looking at the root cause of health problems and working with you to correct diet, lifestyle, nutritional and hormonal imbalances. The way that I practice and the treatments that I recommend are often different from what you might hear from what are sometimes called conventional doctors. This means that I am seen as a doctor who practices in Complementary or Alternative Medicine ‘CAM’. Some conventional doctors do not agree with or accept the way that I practice.

Every doctor you see is giving their **opinion** based on their knowledge and experience, sometimes we agree sometimes we disagree, sometimes we are right and sometimes like all humans our opinion turns out to be wrong. As Covid 19 has taught the public, someone’s medical condition can look like one thing and be something else or present in different ways with different people even though it is the same disease.

I will give you my recommendations based on my training, knowledge, research and experience. I am not an expert in everything. I invite you to question, challenge, talk to your family doctor and satisfy yourself about every health care decision you make.

Research tells us about what happens commonly and less commonly in the group researched is not what happens to each **individual**, which can be different as **we are all unique**.

When I see you I will:

- 1 Take your history, that is ask about your past medical and health experiences;
- 2 Ask about your family history of any cancer or chronic illnesses;
- 3 Consider whether your treatment will be assisted by further information such as blood tests and discuss these with you. Some tests will have to be paid for by you (see the Housekeeping section);
- 4 Ensure that you are having regular health screening eg Prostate, Breast;

- 5 Discuss any serious and current health problems that need help;
- 6 Discuss with you options for treatment and the pros and cons of my recommendation and what conventional doctors will recommend.

### **Action point**

**Our relationship is a partnership**, the better the information I have the more I can help you.

I want you to ask questions, to talk to other people especially your family doctor and make an informed decision about whether you want to see me and then proceed with what I recommend.

### **Products**

I will from time to time recommend products to you. To assist patients I have a supply of products that patients can purchase direct from my clinic or through an online service.

There is no expectation that you purchase what I recommend or purchase through my clinic. For a number of reasons I would prefer that patients purchase from a completely separate business. However I have set up this service in light of the difficulties and inconveniences encountered by patients in accessing what they need.

The price of products available for purchase through my practice is made up of the purchase price to me plus the costs of setting up and running the service to provide the product. This includes salary ( I try to keep myself separate from this part of the practice) , premises stock that has expired before being sold before out of date and other overheads.

### **Action point**

Talk to Dr Pitsilis about any questions or concerns about products where to source them and other alternatives.

## **HOUSEKEEPING**

### **Payment**

Unlike my GP colleagues, I do not receive PHO government funding.

Because of this I need to charge my patients for all of my time and for all the services you receive from the staff. I need to pay for expenses including wages, outgoings for the surgery premises, insurances and professional fees.

Insurance companies reimburse my consultations as per the GP rate, this leaves a shortfall you will be required to pay the balance.

The cost for your first consultation which is 2 hours long is \$930+\$70 administration fee, with a deposit of \$450 payable at the time of booking.

The cost for your second consultation which is likely to last 45 minutes is \$330 incl GST.

Subsequent visits will usually, but not always, last 30 minutes and cost \$240 incl GST – the length of visits may vary with complexity and number of problems.

Once you are well and on maintenance, the yearly visit will be up to an hour long and cost \$420 incl GST.

Further consultations are determined by your progress and needs. The aim is for you to ultimately become well, and then; only see me for yearly maintenance consultations if necessary.

If there is no need for a yearly visit, or you do not wish to see me for any long term follow up, your family doctor may be able to follow you and prescribe, but this is not always the case. If you return to see me after an absence of one year or more, the visit will be an hour long and cost \$420 incl GST. This amount may change in the future. If we need less time, less is charged.

**Drug prescriptions** written by me are charged at the specialist rate at the Pharmacy, which is usually \$15 per item unless the item has different funding.

Many of the pills and supplements I recommend are not funded by the government or insurance companies, so the cost must be met by you. In response to Covid 19 and to try to keep costs down for patients, I have established an online service to dispense products including those I recommend to patients. Information on this can be accessed online via our skinfresh website currently...[skinfresh.co.nz](http://skinfresh.co.nz)

### **Being on time**

**When you are on time, it keeps me on time, and the next patient is not kept waiting.** Plan to arrive a few minutes before your appointment time in case of unforeseen traffic or other problems. **I generally run on time**, but ask for your patience when unforeseen circumstances make me late.

To optimize the information from you and help me to do a better job of diagnosis and treatment, **fill in all questionnaires given to you before each consultation as best you can. This will also save time and money for you.** The more information I have, the better.

In between visits, any prescriptions or supplements you need from me will be available from the staff. **As you are receiving medical treatment and prescriptions from me, it is important that you have the appropriate monitoring in the form of health screening, +/- blood tests when requested by my staff or me. I will prescribe for you if you are being monitored. This is to ensure your safety.**

**In relation to screening**, you need to keep up with normal health screening like blood screening, breast checks, mammograms, prostate checks, heart checks etc.

These should be continued and done in conjunction with your regular family doctor. If you don't have a family doctor, I strongly recommend you obtain one.

## **Email**

I like all patients to be kept well informed and will send out useful or interesting information from time to time.

I use email as a one-way address to send you your lab results, instructions and other information at varying times.

The email during your consultations that I use for these communications is **one way**. You **cannot** reply to these emails. Please use the appropriate staff emails for all your questions a

## **Acute care.**

**Your family doctor is your first option for acute conditions** and most ongoing health screening. If you are unsure if your acute problem relates to a problem you have seen me about, please contact us and check.

In an emergency see your family doctor or go to the after-hours services for your area. If you need immediate attention dial 111.

## **Worries**

If you have any **urgent** questions, concerns or worries about your health that are not emergencies, then you must **call 09 486 0030** and speak to me or my staff. This is the only reliable way you and we can ensure that we learn of and can address your worries.

## **Appointments**

To contact us for an appointment or change of appointment email us on [reception@villagemedical.co.nz](mailto:reception@villagemedical.co.nz)

## **Routine issues and questions**

If you want to ask a question, need a repeat prescription, or need to order any supplements, please email us at [ordersandscripts@villagemedical.co.nz](mailto:ordersandscripts@villagemedical.co.nz)

If you have a **medical concern**, please email any of my nurses....

Rebecca [laser@villagemedical.co.nz](mailto:laser@villagemedical.co.nz)

Susan [nurse2@villagemedical.co.nz](mailto:nurse2@villagemedical.co.nz)

Fiona [nurses@villagemedical.co.nz](mailto:nurses@villagemedical.co.nz)

We have systems in place that ensure that your request goes to the appropriate person, including me. **You must email only one person** please – emailing multiple people in the clinic can cause confusion and your request may not be dealt with properly.

**No reply?**

Sometimes things can go wrong with even the best of systems, if you don't hear from us within two working days then phone us on 09 486 0030.

If you have questions that only I can help you with, the most appropriate action is for you to make an appointment to consult with me.

**Action points**

The email address you give us is the email address where we will send **your private health information**, ensure you are comfortable with receiving this information on that address.

Put our phone number **09 486 0030** into your contacts list. This is the most reliable way of communicating with us if you have worries or have not heard from us via email.

**Please ask questions if you need any further clarification or explanation of what is written here.**

**Consent**

I confirm that I have read and understand the above information and have satisfied myself that I want to proceed to commit to an appointment with Dr Pitsilis and I am happy with the way her services will be offered and to act on my obligations as set out above.

Name .....

Signature.....

Date .....

**Please return this whole document with your questionnaires.**

**Please let us know if you require a copy for your own records.**