The Whole Health Dietitian: Telehealth Booking Terms and Policies

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The Whole Health Dietitian provides specialised dietetic care for eating disorders, ARFID and selective eating.

1. Booking terms

By booking an appointment with The Whole Health Dietitian, you agree to the following.

Online bookings. Online bookings are for initial consultations only. We'll arrange your follow-up appointments with you directly.

Intake forms. Please complete the intake forms we send you before your first appointment.

Telehealth suitability. Appointments are by secure video call using Google Meet. If telehealth isn't clinically appropriate for you (for example, if you're medically unstable), your dietitian may recommend an in-person review or a referral to your GP or another service.

Not an emergency service. This service is not for urgent or emergency care. If you're medically unwell or at risk, call 000, go to your nearest emergency department, or contact the Butterfly Foundation helpline on 1800 33 4673. For crisis support, call Lifeline on 13 11 14.

Medical monitoring. Eating disorder care is shared care. You may need regular medical monitoring with your GP, and we may ask for your consent to talk with your treating team.

Technology and setting. Please join from a laptop, desktop computer or tablet with a camera, a microphone and reliable internet. Google Meet opens in your web browser, so you don't need to download anything.

- Sessions can't be held on a mobile phone.
- Sessions can't be held while you're in a car, whether you're driving or a passenger.
- Please join from a private, quiet space where you can talk openly.

We'll email your Google Meet link before the appointment. Please wait in the lobby until your dietitian lets you in.

Identity and contact details. Please give your correct personal and contact details. We'll confirm your identity at the start of each session.

Late arrival. If you join late, your session will still finish at the scheduled time and you'll pay the full fee.

Fees and payment. You pay the full fee when you book. Our fees are:

Appointment	Fee
Initial consultation	$230
Review consultation	$220
NDIS appointments	As set by the NDIS Pricing Arrangements and Price Limits

Medicare, private health and NDIS. Your eligibility for Medicare (Eating Disorder Plan or Chronic Disease Management Plan), private health insurance or NDIS funding must be confirmed separately, before your appointment. To claim a Medicare rebate, you must give us a valid GP referral before your appointment.

Children and adolescents. For children and adolescents, a parent or guardian may need to be involved, give consent and attend sessions, depending on the young person's age and capacity.

Recording by clients. Clients must not record sessions without prior written consent from The Whole Health Dietitian.

AI scribe (Heidi). Your dietitian uses Heidi, an AI medical scribe, to help write clinical notes during your session. This means your dietitian can focus on you rather than on typing.

- Heidi transcribes the conversation and drafts a clinical note.
- Your dietitian reviews and checks every note before it's saved to your record.
- Heidi handles your information securely and in line with Australian privacy law. It isn't used to make decisions about your care.
- You'll be asked for your consent before Heidi is used. You can say no, or withdraw your consent at any time, including during a session. Saying no won't affect your care.

Connection problems. If the call drops, we'll try to reconnect. If we can't, we'll arrange to continue the session or reschedule it at no cost.

2. Cancellation policy

Please provide atleast **48 hours' notice** to cancel or reschedule. Notice is counted in business hours, Monday to Friday. For example, to cancel a Monday 10am appointment without a fee, please let us know by Thursday at 10am.

Notice given	Fee
48 business hours or more	No fee
Between 24 and 48 business hours	50% of the session fee
Less than 24 business hours, or a missed appointment	100% of the session fee

- We'll tell you about any fee before we charge it or keep it from your payment.
- Fees are subject to applicable consumer law and funding rules.
- Cancellation fees may not be claimable through Medicare, private health insurance or the NDIS.
- We may make an exception in genuine emergencies or illness, at the practice's discretion.

To cancel or reschedule, use the link in your confirmation email or contact us on 0401 625 256 or sharonne@thewholehealthdietitian.com.au.

3. Privacy policy

The Whole HealthDietitianis committed to protecting your privacy. We handle your personal and health information under the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Information we collect. We may collect:

- your name, date of birth, address, phone number and email address
- your Medicare, private health insurance or NDIS details
- your health information, including medical history, weight and eating history, intake form responses, test results, and referrals or reports from other health professionals
- your emergency contact, parent or guardian, and GP details
- your payment details

We collect this information directly from you (or your parent or guardian), or with your consent from your GP or other treating practitioners.

Why we collect it. We use your information to:

- provide, plan and coordinate your dietetic care
- communicate with you about appointments and your care
- process payments, Medicare, health fund and NDIS claims
- meet our legal and professional obligations

Disclosure. We will only share your information:

- with your consent
- with your treating team (such as your GP, psychiatrist or psychologist) when it's needed for your care
- with Medicare, your health fund or the NDIS for claims
- when the law requires or allows it, including when there is a serious threat to someone's life, health or safety

We don't sell your information, and we don't share it for marketing purposes.

Third-party service providers. We use trusted providers to run the practice:

- Google Workspace (Google Meet) for telehealth
- Splose for practice management, bookings, intake forms, client records and payments
- Heidi, the AI medical scribe

These providers only handle your information to deliver their service to us, and they must protect it.

Telehealth and data security. Telehealth sessions are run on Google Meet, which encrypts calls, and sessions are not recorded on the platform. If you consent to Heidi being used, your session is transcribed to draft your dietitian's clinical notes. Your records are stored securely in Splose, with access limited to authorised staff. We keep health records for the period the law requires (at least 7 years for adults, or until a client who was a minor turns 25).

Access and correction. You can ask to see or correct your information at any time by contacting us. We'll respond within 30 days.

Complaints. If you have a concern about how we've handled your information, please contact us first. If you're not satisfied with our response, you can contact the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 or at www.oaic.gov.au.

Contact us

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