



Complex Patient

FAQ

You have been identified as a Complex Clinical Patient

1. After a consultation with one of our Drs
- OR
2. After careful review of your referral letter

Q. What does that mean?

- A. There are patients in the community who have lived with a set of symptoms for a prolonged period of time. This could be from months to years and even decades. They might have seen a large number of Drs/Specialists, undergone numerous investigations and operations and tried many types of medications and therapeutic treatments to no avail. There are chronic conditions in our community where modern Western based medicine has no satisfactory answers.

Q. The Drs at Cairns Gastroenterology came highly recommended by my referring Dr. Why can't I expect them to cure me?

- A. The Drs at Cairns Gastroenterology are Australian trained Gastroenterologists of the highest calibre. Some of our Drs have over 2 decades in clinical experience. However, they are limited by the state of medical knowledge of the present time. They will offer you all the expertise that they have accumulated as Physician Gastroenterologists over the years. There are always limits to any Dr's set of skills. For instance, they are not Surgeons and cannot give you comprehensive advice on invasive investigations or operations. Rest assured; the Drs are practicing well within their skill levels as per their registration with the Australian Health Practitioner Regulation Agency (AHPRA) which is the peak body that regulates all Medical Practitioners in Australia. The Drs will refer widely to other Specialists if appropriate to try and achieve an answer for you.

Q. Why do I have to pay my fees for consultations and procedures if there is no guarantee of a cure.

- A. The Drs work within the framework as set out by AHPRA. This means that they will take an extensive history, formulate a plan which involves tests and procedures and come up with a working diagnosis. However, the outcomes of Complex Clinical patients are not like an off the shelf product. Therefore, an outcome that is considered "positive" or a "cure" cannot be guaranteed. There are costs involved in the Dr's time and expertise, administration time, costs of running a business, investigations and procedural costs. These costs are incurred during the course of your management even if they may not result in the outcome that you desire. This FAQ is designed to explain the pathway of the Complex Clinical patient to you so you can make an informed financial decision before embarking on that journey.