



PATIENT HANDOUT - INSTRUCTIONS FOR SPECIALIST REFERRALS

Specialist doctors

There are two specialist doctors to refer to at this medical facility:

- [Dr Benedicta Itotoh](#) –Paediatric Allergist & General Medical
- [Dr Pratima Gulati](#) – Paediatric Neurologist

(Please note, Dr Gulati is relocating from Canada and will be commencing in early April 2023)

Please do not submit referrals for developmental concerns including ADHD, ASD, developmental, learning or behavioural concerns.

Unfortunately due to lengthy waitlists, effective 21/03/23 patients are advised that referrals for developmental concerns will no longer be accepted by the paediatricians at St James Specialist.

GP Referral

- The first step is to obtain a GP referral. This referral is to be written by your regular GP as all responding correspondence will be sent to that doctor/ clinic by the specialist.
- GP referrals are valid for 12 months from the date of the first visit with the specialist. Alternatively, you may obtain a referral from a specialist however these referrals are only valid for 3 months. These timeframes are set by Services Australia.
- If a considerable time period has passed since the referral was written it is prudent to check if the information included in the referral is still relevant and accurate. If you feel it needs to be refreshed then it is recommended you visit your GP to have a revised referral written. This will assist the specialists to appropriately triage the patient.
- The referral should be addressed to your preferred specialist doctor at this clinic and contain as much detailed information as possible regarding what the patient needs to be assessed for.
- If you do not have a specific specialist you wish to be referred to, please ask your GP to address the referral to “Paediatrician” at St James Family Medical & St James Specialist.
- Referrals addressed to other specialists practicing at other clinics can be submitted to the specialists at this clinic. When submitting the referral please advise which specialist you would like to review the referral so clinic staff can process it accordingly.
- If referrals are required for siblings, please ensure separate referrals are written for each child.
- Please ensure your contact details are correct on the referral as this is how clinic staff will contact you in the future.

Example of correctly addressed referral:

Dr Benedicta Itotoh OR Dr Pratima Gulati
St James Family Medical & St James Specialists
96 Forrest Road, Hamilton Hill WA 6163
P: 9352 2910
E: info@stjamesfamilymedical.com.au

- Once you have obtained a referral, please submit the full referral (including all pages) via email or fax it to this clinic:
E: info@stjamesfamilymedical.com.au
F: 9352 2911
- You are welcome to contact the clinic by phone to confirm receipt of the referral, especially if the GP is sending it in directly.
- The specialists review all referrals to triage urgent patients and to decide whether to accept or decline to see the patient. Clinic staff are unable to add patients to a waitlist or book an appointment without the specialist's acceptance to see the patient.

Declined referrals

From time to time a specialist will not accept a referral as the concerns may not fall under their area of expertise. If the specialist declines a referral, the referring GP will be notified in writing and the specialist may provide an alternative suggestion to readdress the referral.

Accepted referrals

If the specialist accepts a referral, clinic staff may call to book an appointment in the near future, or alternatively the patient will be added to the specialist's waitlist.

Waitlist process

- If there is not available appointment within the next 1-2 months then you will receive a letter in the post to confirm the patient has been added to a waitlist.
- The waitlist letter will contain information on estimated timeframes for an appointment and the documentation requirements for the various type of appointments.

FAQs

My child is turning 16, can they be seen by a paediatrician?

Both Dr Itotoh and Dr Gulati will treat patients up until their 18th birthday, however they will not commence care of patients who are 16 years or older. If you child is due to turn 16 then please contact the clinic to ask about waitlist times to establish whether it is likely your child could be offered an appointment before their 16th birthday.

My child requires a developmental paediatrician assessment, can I submit a referral

- Unfortunately no. Due to lengthy waitlists for both paediatrician, neither are accepting new patients for developmental assessments. This is effective 21/03/23.
- It is recommended you visit Perth Kids Hub <https://perthkidshub.com.au/> which is a great resource for finding an available treating practitioner for your child.

How long will I have to wait for an appointment?

- Each specialist has a different waitlist length. Clinic staff can estimate the possible wait time however they will not be able to confirm exactly when an appointment will be booked.
- This is because the specialists also need to allow appointments with existing patients for follow up within reasonable timeframes.

I have a referral but it is not addressed to your clinic, will it still be accepted?

- You may submit the referral to this clinic, however you will need to advise which specialist you would like the referral to be submitted to.
- Referrals for allergy testing or general paediatric concerns should be directed to Dr Itotoh.
- Referrals for neurology concerns should be directed to Dr Gulati.

How much is an initial appointment?

- Initial Paediatric Neurology appointment is \$400 (45 minutes)
- Initial Allergy assessment is \$350 + Skin prick testing \$70 (1 hour)
- Initial General paediatric appointment is \$280 (30 minutes)

Can I be bulk billed for a specialist appointment?

- All specialists practicing at this clinic privately bill patients for their appointments. Please note, there are no discounts for concession card holders.

Is there any Medicare rebate for the appointments?

- Yes, for eligible Medicare card holders. The rebate you receive from Medicare will depend on how many conditions the specialist has diagnosed the patient with.
- Medicare rebates can be refunded by EasyClaim to patients at the conclusion of the appointment once payment is made if a cheque or savings card is brought to the appointment. Refunds cannot be processed to a credit card or by tapping your phone.
- If an EasyClaim is not possible, then clinic staff can still lodge the claim with Medicare and the rebate will be transferred to your nominated bank account instead.

Can I claim any of the account on private health insurance?

- We do not have a HICAPS terminal at this clinic so staff are unable to lodge any private health insurance claims. Clinic staff cannot comment on your eligibility for reimbursement by your private health fund.
- Depending on your cover you may be eligible to claim. You will be provided with a receipt so that you can follow up with your private health insurance company directly.

If you require any further queries, please contact the clinic by phone on 9352 2910 or via email info@stjamesfamilymedical.com.au and clinic staff can provide additional information to you.