



Client Information

Bariatric Surgery

Suite 105 12-14 Cato Street Hawthorn

 **1300 00 2957** or

9828 1900

Fax: 9824 7533

E: info@cwls.com.au

 Please address all Correspondence to:

P.O. Box 1078, Hawthorn BC, Hawthorn, 3122

OVERVIEW

Complete Weight Loss Surgery is a surgical practice that is **solely dedicated** to the surgical treatment of weight loss.

There are a number of surgical options that will be discussed with you when you see us in regards to your surgical treatment.

The most common operation performed is Gastric Banding. It is one of the least invasive surgical treatments for morbid obesity, and no stomach stapling or intestinal re-routing is required. The operation can also be reversed if required. Once fitted the Lapband is easily adjustable. Patients that undergo Gastric Banding Surgery usually only require an overnight stay in hospital. You may also wish to inquire about other surgical options available, and our surgeons would be more than happy to discuss these with you.

Commencing a bariatric surgery program involves much more than having an experienced surgeon. We recommend an extensive pre operative assessment phase coupled with long term follow-up. Every patient is an individual. When you do decide to proceed with surgery we will stream-line your care depending on your individual needs.

Complete Weight Loss Surgery is situated just a minute from the Monash Freeway and Toorak Road Intersection in East Hawthorn.

Our Specialist Surgeons and dedicated Nursing staff, Bariatric Physician as well as Dietician and Psychologist all consult from our Office in East Hawthorn.

Once you have attended one of our free Seminars, or seen our Seminar on DVD, then **Complete Weight Loss Surgery** will help you through this safe and life changing experience.

Our Surgeons:-

Mr. Roger Berry graduated from Monash University in 1986 and gained his Fellowship in General Surgery in 1996. He completed a certificate in transplant surgery in 1999 and has been active as a visiting specialist in general, laparoscopic and upper Gastro Intestinal surgery, including complex hepato-biliary and pancreatic surgery. He has had extensive laparoscopic expertise and operates at Cabrini Malvern and Cabrini Brighton as well as Monash Medical Centre.

Mr. Paul Ah Tye graduated with Honors from Monash University in 1992. He completed his surgical training at Monash Medical Centre and was awarded his Fellowship in General Surgery in 2002. Later that year he was also awarded an upper Gastro Intestinal Fellowship. Mr. Ah Tye is an established surgeon with considerable experience in laparoscopic and upper Gastro Intestinal surgery. He has had extensive laparoscopic expertise and operates at St John of God Hospital in Berwick, Cabrini Malvern Hospital as well as other hospitals.

BILLING AND ACCOUNTS

We understand that the subject of medical fees and out of pocket expenses is a complex one. We hope to make this process as easy as possible for you with a minimum of accounts and paperwork. If you have top level private insurance, all your **HOSPITAL** expenses will be covered unless your specific policy includes an excess or FED (Front End Deductible).

Please note that these fees are a guideline only and may change without notice. However they will be confirmed on your first visit with the surgeon. If you have any further questions

Due to privacy Laws, Complete Weight Loss Surgery is unable to enquire on your behalf any out-of-pocket costs relating to your “hospital stay” from your Private Health Fund.

We suggest that you contact your Private Health Fund prior to your admission to confirm your level of cover and ensure you are covered for Item Number 30511.

For a patient who has **full health cover** an approximate out of pocket cost of \$4,500 will apply. The only cost not included is the anaesthetist cost of approx \$500-\$600 out of pocket.

This is how It will be collected:-

- Initial Consultation with Bariatric Nurse and Surgeon (Item Number 104) **\$600**
This includes a non refundable booking deposit of \$450
and is payable at the time of consultation. This consultation may contribute to your safety net.
- A \$4,000 account (non rebate-able, not claimable from Medicare or Private Health fund) will be levied by CWLS. What it covers is detailed on the next page.

After you have been reviewed by the dietician, physician and psychologist you will be required to see the bariatric nurse again. An operation date will be set and 2 weeks’ supply of Optifast will be provided. The balance of the “out of pocket” fee of (Approx \$4,000) will be payable 1 week prior to your surgery.

The surgical fees for the operation (item number 30511) will be claimed on your behalf through Medicare and your Private Health Insurance.

Self Insured Patients .

The **estimate** for **self insured** patients is around \$14,000 out of pocket and this covers one overnight hospital stay as well as the fee for Complete Weight Loss Surgery.

The cost does differ depending on the hospital. We obtain a firm quote from the hospital once our surgeon decides which hospital is suitable for your operation.

We will liaise with your GP regularly to ensure he/she is kept up to date with your progress.

WHAT IS COVERED WITH FEES PAID TO COMPLETE WEIGHT LOSS SURGERY

DIETICIAN	A pre and post operative visit with a dietician will be made for you
PSYCHOLOGIST	Available with no out of pocket costs to you.
OPTIFAST PREOPERATIVELY	Your 2 weeks of OPTIFAST required before your operation will be supplied at no additional charge.
PREOPERATIVE PHYSICIAN	Your initial consultation fee will be covered by Medicare and there will be no out of pocket costs for this consultation. You will be referred by the surgeon initially. If the physician requires you to have additional tests e.g. sleep apnoea assessment or chest pain evaluation then there may be additional costs incurred here as with any out-patient investigation.
IN HOSPITAL PHYSICIAN	If required, this account is completely claimable through Medicare and your Health fund.
SURGEON :	The surgical fee will be claimed on your behalf through Medicare and your Private Health Insurance.
ASSISTANT/SURGEON	All assistant operating fees are fully covered by Medicare and your Health Insurer and in most cases can be claimed directly on your behalf.
ANAESTHETIST	There will be no out of pocket costs with your preoperative anaesthetic assessment. Anaesthetic fees vary depending on the duration and complexity of the operation. The anaesthetic fee for the operation is NOT included in your account. Certainly a proportion will be claimable through Medicare and your private health insurance and a full explanation of fees will occur at your pre operative visit with the anaesthetist.
POST OPERATIVE VISITS AND BAND ADJUSTMENTS	If you have a lap band all band related consultations and adjustments will be bulk billed for a period of 12 months from surgery

PRIVACY POLICY

Complete Weight Loss Surgery (CWLS) holds information about you. In particular: current contact details such as address, phone numbers, marital status, next of kin and country of birth. These are usually requested of you when booking of your first appointment.

The medical information we require from you includes any medical condition and any medications you are taking. This will ensure your safety during your procedures and care with CWLS. Financial information and health insurance details are requested so that we may be process your accounts.

How we collect information

CWLS collects personal information in a number of ways, including:

- Directly from you, when you provide information by phone or in document such as Health information forms.
- From third parties such as Medicare and health funds.
- Your GP will provide medical referral containing personal medical details
- Via surveys

How we use your personal information

- To provide the medical attention that you require.
- To administer and manage services including charging, billing and collecting of debts.
- In mandatory health data reporting to the Commonwealth and State Governments.
- To monitor the services provided to assist with maintaining and improving our facility.

Protection of your personal information

CWLS stores and maintains your personal information according to Australian Standards. Electronic information is accessed by CWLS personnel or authorised health service providers only using a secured password. Any paper records are scanned directly into your electronic record and are then shredded.

Help us to ensure we hold accurate information

CWLS takes all reasonable precautions to ensure that the personal information that we collect, use and disclose is accurate, complete and up to date. However, the accuracy of that information depends largely on the information you provide, so we recommend that you;

- Let us know of any changes/ errors in your personal information,
- Keep us up to date with changes to your personal information such as new address/phone number.

Access to personal information

You may approach CWLS for access to personal information by writing, calling or attending the centre.

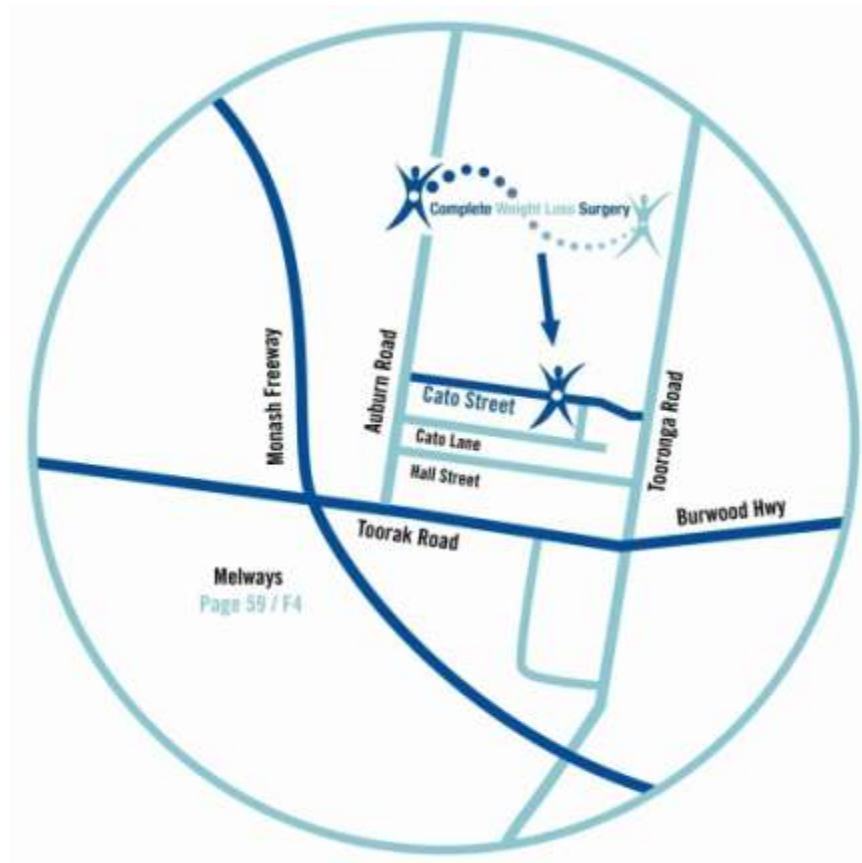
Depending on your need you can access the information in a number of ways:

- Inspect all the information CWLS holds on you
- Receive a copy of the information requested
- View the information and have a suitably qualified person explain the content
- Receive fax or email of the information requested
- Receive an accurate summary of the information.

How you can complain about a breach in policy

If you have a complaint regarding a breach of policy you may contact the Practice Manager at CWLS by phoning 1300 00 2957 or 9828 1900 or by email on info@cwls.com.au .

HOW TO FIND US



Address: Suite 105, 12 - 14 Cato Street,
East Hawthorn, 3123 Melway Ref Map 59 F4

Phone 1300 00 2957 or 9828 1900 .

Fax 9824 7533

Email: info@cwls.com.au

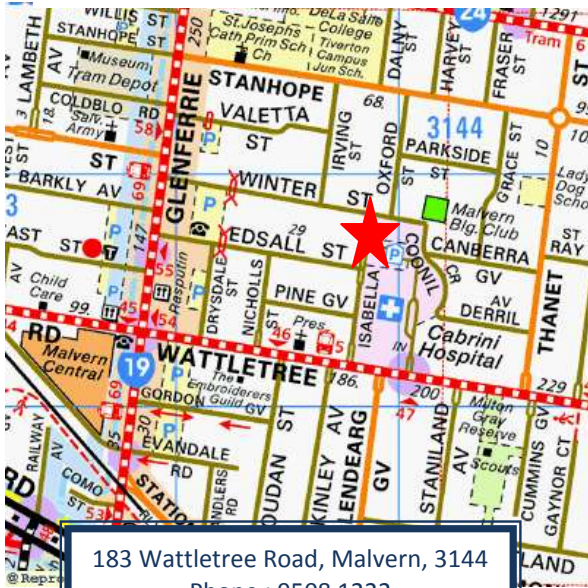
Website: www.cwls.com.au

Please note when you visit our rooms in Cato Street Hawthorn there is a car park in Auburn Road at the end of Cato Street.

Please note that the website has quite a lot of information that you may find useful.

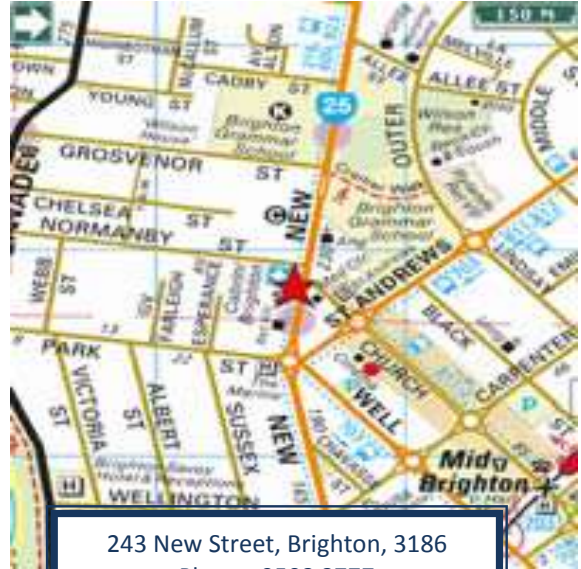
HOSPITAL LOCATIONS WHERE BARIATRIC SURGERY IS PERFORMED

Cabrini Hospital Malvern



183 Wattletree Road, Malvern, 3144
Phone : 9508 1222
Melways Ref. Map 59 C9
www.cabrini.com.au

Cabrini Hospital Brighton



243 New Street, Brighton, 3186
Phone: 9508 8777
Melways Ref. Map 67 D10
www.cabrini.com.au

St John of God, Berwick



3 Gibb Street, Berwick, 3806.
Phone: 9707 1900
Melways Ref Map 111 D8
www.sjog.org.au

“Copyright Melway Publishing 2007. Reproduced from Melway Edition 35 with permission