

## To assist you in preparing for your appointment with Dr Scott-Young, we have answered the most commonly asked questions:

### ***Q. What if my condition gets worse before my appointment?***

A. We recommend that you see your GP and discuss your condition with your GP. If necessary, your GP may wish to contact Gold Coast Spine.

### ***Q. What if I have to go to an Accident & Emergency Centre because my pain is so bad?***

A. We recommend that you go to the **Accident & Emergency Centre at Pindara Private Hospital**. **If you are a current patient or have an appointment to see Dr Scott-Young, please tell the doctors your surgeon's name and ask them to contact him.** Please note that Dr Scott-Young cannot see patients at Gold Coast Private Hospital, John Flynn Hospital, the Gold Coast University Hospital or Robina Hospital.

### ***Q. What if I have to reschedule or cancel my appointment?***

A. Please make sure that you contact us as soon as possible to advise if you need to reschedule or cancel your appointment.

### ***Q. Can I bring someone with me to my appointment?***

A. Certainly, you may wish to bring your spouse, close relative, or friend. However, we would ask that you consider the number of people that come with you as there is only limited seating available in the waiting room at Gold Coast Spine.

### ***Q. Will I have to undress at the appointment?***

A. Generally, patients need to undress to their underwear to enable Dr Scott-Young to undertake an orthopaedic examination. If you wish a staff person or your companion to be present during the examination, please advise our receptionist.

### ***Q. What should I ask Dr Scott-Young about my problem?***

A. We suggest that you write down a list of questions as they come to you before you come for your appointment and bring the list with you to the consultation with Dr Matthew Scott-Young.

***Q. Will Dr Scott-Young be able to tell me what is wrong at my first appointment?***

A. In many cases, your surgeon will give you a diagnosis at your first visit. But, in some cases, he may require further investigations to be undertaken before he can give you his opinion about the nature of your spinal condition.

***Q. Why do doctors always run late?***

A. Good question. Doctors have a hard time trying to set aside the right amount of time for each patient. You are new to us and it's very hard to predict exactly how long it will take to discuss your problem. The same principle applies to every other patient your surgeon sees in a day. Every person is seen for as long as needed. Because of this, your surgeon may run late. We ask all our patients to be understanding of the needs of others being seen on the same day. **We recommend that you set aside 2 hours out of your schedule for your appointment.** Please feel free to call us on the day of your appointment to ask if Dr Scott-Young is running on time.

***Q. Why do I need a referral from my GP?***

A. Your GP is the most appropriate person to decide which specialist is the best person to help you with your problem. The referral letter enables your GP to tell the specialist the history of your condition. Also, if you do not have a referral, you will not get a specialist rebate from Medicare for your consultation fees.

***Q. If I have more questions after my visit, can I telephone or email Dr Scott-Young and discuss them?***

A. Dr Scott-Young is generally unable to discuss treatment issues over the telephone or via emails. You will need to book another appointment to discuss your concerns about your ongoing condition.

***Q. Will Dr Scott-Young tell my GP about my consultation?***

A. Yes, Dr Scott-Young will write to your GP about your visit. While we try to get the letters to your GP as quickly as possible, it may take up to two weeks for your GP to receive Dr Scott-Young's letter.

***Q. What will my health fund pay towards my consultation?***

A. You will be able to claim a rebate from Medicare for part of your consultation fee after your appointment. Your private health insurance does not provide a rebate for specialist consultation fees unless you are an inpatient in a private hospital at the time.

***Q. What if I need a medical certificate from Dr Scott-Young?***

A. Be sure to ask Dr Scott-Young about it during the consultation.

***Q. Should I join a health fund if I have no private health insurance?***

A. Surgery is very expensive and **health funds make you wait one year** before having surgery for a pre-existent condition. We recommend that you join a fund before you see Dr Scott-Young as it will make the wait shorter if he recommends surgery. It is important that you choose the right level of cover that includes cover for all spinal conditions. All care of spinal conditions is covered under the Silver and Gold bands of private health cover.

***Q. If I need surgery, how much will it cost me?***

A. If surgery is recommended, the cost of surgery depends on what Dr Scott-Young recommends. In most cases, our patients do not require surgery for their spinal condition.

The fees that Dr Scott-Young charges have been set with consideration to Dr Scott-Young's education, skill and experience as well as the costs associated with running a medical practice.

Prior to surgery, you will receive an estimate that sets out the fees Dr Scott-Young charges for the procedure he has recommended. This is what is also called informed financial consent.

***Q. Am I able to have a telehealth video appointment?***

A. Gold Coast Spine is not able to support telehealth video appointments at this time.

***Q. Can I bring my pet with me to my appointment?***

A. As we are a medical clinic, animals are not allowed in our practice. A service animal may attend with you if it is a registered service animal and clearly identified.

**Gold Coast Spine is located at Southport Central**



**Note: each building has colour coded signs and lifts -Building G is the Lavender building**

**There is a carpark under Southport Central with the entrance off Lawson Street.**

