

Referral to Other Services / Third-Party Providers

As part of your care at Alana Healthcare, your clinician may recommend or request additional tests, scans, or investigations that are carried out by external providers. These may include services such as ultrasounds, x-rays, pathology testing, or consultations with other specialists.

Please note the following important information:

- **Separate Fees Apply:** Any service provided by an external provider is not included in your consultation fee with Alana Healthcare. These providers operate independently, and you will be responsible for any charges they apply.
- **We Cannot Quote on Their Behalf:** Alana Healthcare is unable to provide estimates or guarantee the fees of third-party services. We recommend you contact the provider directly to confirm any costs or rebate eligibility before proceeding.
- **Pathology Fees:** If your clinician requests pathology tests, either collected at our clinic or elsewhere, you will receive a separate bill directly from the laboratory that processes these tests.

Results and Follow-Up:

- All diagnostic results are reviewed by the **clinician who ordered the test** unless you are advised otherwise.
- As a general rule, you will be contacted **only if** your result:
 - is **abnormal**,
 - requires **treatment** or **follow-up**,
 - or needs **referral to another service or specialist**.
- If your results are normal and require no further action, you may not receive a follow-up contact.
- Our clinical team will support you with referrals, repeat investigations, prescriptions, or appointments if further action is needed.
- Please understand that non-clinical staff are not authorised to release or discuss test results.

Accessing Your Results:

- Test results will only be released to you **once they have been reviewed and signed off by the requesting practitioner**.
- Any relevant findings will be communicated to you as part of your ongoing care.
- **Please note:** In line with Australian legislation, most pathology and imaging providers are required to upload results to **My Health Record**, unless you have opted out or requested otherwise. You may be able to access your results directly through your My Health Record account once available.

Thank you for your understanding and cooperation.

We look forward to continuing your care at Alana Healthcare.