

# How to book with us:



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## SENDING US REFERRALS

- Referrals should be sent via the iRBS system and to our practice email [counsellor@claritygenetics.com.au](mailto:counsellor@claritygenetics.com.au)
- A referral will be actioned within 1-2 days of receiving it.

## REFERRAL DETAILS TO BE INCLUDED

We ask you to include the members:

- **email**
- **phone number**

This will assist us to organise appointments promptly.

## CONTACT WITH THE MEMBER

The member will receive an email (or a phone call from a No Caller ID number) with details regarding booking an appointment with us. We ask members to:

- confirm that they wish to book an appointment.
- respond to emails in a timely manner.
- book via our online portal.



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## BOOKING ONLINE

A booking link will be provided to members who have confirmed they would like to make an appointment.

Booking requires patients to fill out their personal details and submit relevant documents i.e. genetic testing records prior to their appointment. The booking link is below:

<https://claritygenetics.com.au/book-appointment/>

## BUPA ADF NOTIFICATION

The member's appointment will be input onto the iRBS system from our practice login.

If the appointment falls out of the service delivery period, BUPA ADF will be notified of the appointment via email.

## FURTHER DETAILS

- All appointments are via Zoom/video telehealth. All defence members are offered the choice of Teams.
- Partners can join sessions if necessary but are billed within the practice.

## CONFIRMATION AND APPOINTMENT

Once a member has booked an appointment they will receive:

- An email confirming their booking was received.
- A confirmation email with the details of their appointment.
- We will notify the iRBS system if a patient has rescheduled or cancelled.



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## \*OUR PRACTICE'S PREFERRED MODE OF COMMUNICATION WITH PATIENTS IS VIA EMAIL

Please be aware that members typically do not answer their phone or email during work hours, leading to delays in organising appointments. BUPA ADF will be notified if a member has been unresponsive.