

## LIVERPOOL WOMEN'S HEALTH CENTRE

### Complementary / Alternative Medicine (CAM) Service Client Information Sheet

The centre employs a naturopath two days a week, a masseur one day a week and an acupuncturist one day per week. Because the practitioners are available for such a limited number of hours the centre has adopted a policy of offering their services **only** to women who **cannot afford to pay a private practitioner or are disadvantaged in some other way.**

*In general, women who are eligible include: health care card holders, sole parents, low income earners, Aboriginal women, women from NESB requiring an interpreter, refugee women. In general, women who are ineligible include those working full time and who can afford to pay a private practitioner, those with private health insurance covering complimentary and alternative services.*

Because of high demand appointments for the massage practitioners are only available to women who are internally referred by **Centre staff** or sister services e.g. Joan Harrison's DV out reach services. Massage is offered as part of a holistic approach to supporting a woman using a range of Centre services. Internal referrals where a woman has booked in with another health worker e.g. the doctor, for the sole purpose of gaining access to massage will not be accepted.

#### **The service operates under the following terms:**

There is a small charge for each service. These are as follows:

- \* Massage \$10.00
- \* Naturopathic \$10.00
- \* Acupuncture \$10.00

- Generally appointments are for up to one hour in length, first naturopathic consultation may take up to one and half hours.
- Naturopathic treatments may include the use of herbal medicines, vitamins and mineral supplements. To be prepared for these costs you may need to budget for this before your appointment. (All medicines and supplements are sold at near cost price and are only available via a practitioners consultation).
- There is an upper limit on the number of appointments you can have with each practitioners. This is so more women can have the opportunity to access these services. The length of your treatment will depend on your health problem and the practitioners' professional judgement. Generally clients are limited to a maximum of:
  - Massage- 6 per calendar year (Jan-Dec) and
  - Acupuncture- 7 treatments per calendar year.
- All clients need to be reassessed yearly by the practitioners to be eligible.
- Please avoid consulting the practitioners outside of appointments e.g. by dropping in for a chat. It does not allow for a thorough consultation and is unfair to both you and our practitioners.
- If you are unable to keep an appointment please ring the centre and let us know as soon as possible so that someone else can take up the appointment. Do not offer your appointment to a friend or relative, the centre will make arrangements for the appointment to be filled.
- Our services are in high demand so if you miss two appointments without cancelling in advance, unless special circumstances prevented you from contacting the centre, you may not be given further appointments with the practitioners.
- **PLEASE DO NOT WASTE YOUR OPPORTUNITY TO USE THESE SERVICES BY FORGETTING YOUR APPOINTMENT**

**Your cooperation will be much appreciated.**

*Reviewed 17<sup>th</sup> February 2009*