

Dr Paul Verrills



Dr Paul Verrills is a passionate and caring doctor, who has been helping patients with chronic pain for over 25 years. He is a world-renowned interventional pain management physician at Metro Pain Group, which is widely recognised as Australia's leading interventional pain practice.

Dr Verrills has had the privilege of undertaking cutting edge research ([click below](#)) into new pain therapies, pioneering many procedures for the first time in the world/Australia and has published extensively in leading scientific journals. He is also dedicated to educating the next generation of specialists in pain, regularly leading the teaching programs on advanced interventional pain techniques in Australia, USA, Europe and Asia. <https://www.metropain.com.au/2018/07/04/dr-paul-verrills-presented-with-the-highly-esteemed-best-research-paper-prize/>

Dr Verrills has a large and busy practice. The intention of this booklet is to guide you through the practice and how to contact various team members. The team directory is on page 3.

WHAT YOU NEED FOR YOUR CONSULT APPOINTMENT

Due to a large demand in appointments, please have **ALL** details ready, valid referral, complete the forms and questionnaires then return via email to upload into your file prior to appointment. Email admin@psj.net.au. For your convenience, please ask our admin team to register you on the **patient portal**.

- Name, Date of Birth and Address
- Email / Mobile No.
- Medicare Number
- Valid referral
- Private Health Insurance Details.
- Work Cover/TAC/DVA number.



Patient portal introduction – please visit: <https://www.clinictocloud.com/patient-hub>

CONSULT PAYMENTS

If you had a telehealth /phone consult, you will be emailed your invoice by our consult billing team accounts@psj.net.au

You will be able to pay for your consult via **direct deposit**. If you prefer credit card the team can process this with a small transaction fee.

Direct deposit details: PSJ Clinical BSB 033-095 account 612026

****If you don't not have a current/valid referral**** it will compromise your billing (Medicare rebate where applicable cannot be claimed if there is no referral and in some specific consults, bulk billing won't work either).

****If you don't have an approved WC/TAC claim****

You will need to pay for these privately and subsequently get reimbursed from your third-party insurer.



IF YOU'VE BEEN BOOKED FOR A PROCEDURE

Dr Verrills will generate a fee estimate and sends it to various people to provide an official quotation and scheduling with the hospital.

Procedural **Clinical** queries email pvteam@metropain.com.au.

Quotation queries go to procfees@psj.net.au.

Noting: Anaesthetics fees /Hospital fees /out of pocket are separate.

Procedure factsheets relevant including fasting requirements, pre and post operation instructions <https://www.metropain.com.au/procedure-fact-sheets/>

These associated groups will get in touch with you directly: Dr Verrills procedural billing team/ anaesthetics /hospital admissions and radiology.

Once booking confirmed, you will receive a **TEXT & an email** with a link to your Admissions instructions. New patients or if returning after 3 months: You may need to complete pre-admissions again with the relevant hospital.

Post Procedure

Our Nurse will contact you approx. 3- or 5-weeks post procedure to check in and assess your progress. She will report back to Dr Verrills and communicate any further action that maybe required.

Spinal cord stimulation patients: you will also get appointments for wound review and programming. https://www.metropain.com.au/wp-content/uploads/2020/03/Fact-sheets_Neuromodulation_2017_12.pdf

TEAM DIRECTORY

There is substantial number of people that help Paul run his very busy practice. You can reach them through their specific emails and phone numbers below.

<p>DR VERRILLS ROOMS</p> <p>PHONE RECEPTION & ADMINISTRATION</p>	<p>Consult bookings /rescheduling, updating files.</p> <p>Triaging phone calls to the rest of the team.</p>	<p>admin@psj.net.au PV specific admin phone: 03 9595 6196.</p> <p>Reception hrs: 9am – 5pm.</p>
<p>CLINICAL ASSESSMENT pre treatment</p>	<p>Mark: Clinical Pre assessment & clinical reporting.</p>	<p>pvteam@metropain.com.au Tuesday to Thursday via email.</p>
<p>SCHEDULING PROCEDURES</p>	<p>Mariti: Procedure scheduling & cancellations</p>	<p>pvteam@metropain.com.au Monday to Friday 10am-4pm.</p>
<p>NURSE post treatment</p>	<p>Nikki – Checks in on patients post operation via phone.</p>	<p>rn@metropain.com.au</p> <p>**part time hours Tuesday to Friday**. Please leave a message where possible. In an emergency, please call an ambulance or local accident and emergency department.</p>
<p>BILLING</p>		
<p>Dr Verrills <u>Consulting</u> fees</p>	<p>Telehealth / phone appointments, invoiced via email.</p>	<p>accounts@psj.net.au **part time hours Tuesday to Friday**. Enquiries via email only please.</p>
<p>Dr Verrills <u>Procedural</u> fees</p>	<p>Dr Verrills specific fees for your treatments.</p>	<p>procfees@psj.net.au 10am-5pm. Monday to Friday. 03 9059 8060</p>
<p>Anaesthetist fees Radiology fees Hospital fees.</p>	<p>These are separate companies and separate to Dr Verrills fees.</p>	<p>You will be contacted by the billing company representing the doctor/radiologist/hospital.</p>
<p>HOSPITALS</p> <p>** PLEASE NOTE ** Hospitals will have different admissions paperwork / out of pocket fees.</p>	<p>Monash House Private, Clayton http://monashhouse.com.au/</p> <p>Masada Private, East St Kilda. https://www.masadaprivate.com.au/</p> <p>Imaging at Olympic Park (IOP). http://iop.net.au/</p>	<p>MHPH P: (03) 8394 0700 https://www.monashhouse.com.au/for-patients-visitors/general-information/pre-admissions/</p> <p>Masada. P: (03) 9038 1300 Pre-admissions https://www.masadaprivate.com.au/For-Patients/Pre-Admission</p> <p>IOP P: (03) 9420 1700 Pre-admissions http://iop.net.au/patients/inpatients/</p>

PLEASE DON'T FORGET THE PATIENT PORTAL!

A convenient way to view /manage appointments and invoices.

Email us to start your easy 3 step portal registration admin@psj.net.au

Please go to this Clinic to cloud website and learn about the benefits of accessing your data /invoices etc using the new system and the patient portal

<https://www.clinictocloud.com/patient-hub>

You will be able to view

- ☛ Consult Appointments booked
- ☛ Procedures booked
- ☛ Invoices.

Thank you from the PV team.

