



Members First

Members First Podiatry

Change of Details Form

September 2023

Contents

Change of Details form	1
Frequently asked questions	2
Rules of Participation	4
Table 2 – Podiatry guidelines	5
Table 3 – Quality assurance undertakings	6
Table 4 – Promoting the network	7

Podiatry network provider information

As a healthcare leader with over 60 years of experience looking after the needs of more than three million Australians, we can help you help your clients live longer, healthier and happier lives.

We believe that quality healthcare is of the utmost importance whether it's an in-patient hospital setting or out-patient services provided by Allied Health Professionals.

Part of that care is taking the financial pain out of the medical expenses a patient may incur and providing certainty of the contribution a patient may need to make.

Our podiatry network

Our podiatry network is designed to give Bupa Health Insurance customers peace of mind by providing:

- certainty of known out-of-pocket expenses for all specified podiatry services at participating clinics
- increased benefits for specified podiatry services on our extras covers
- on the spot claiming facilities, because our network of podiatrists submit claims electronically.

We strive to provide our customers with financial peace of mind, through generous benefits and known out-of-pocket expenses.

Our aim is to make treatments affordable – encouraging our customers to seek treatment when necessary, promoting good health.

Of course, podiatrists themselves play a pivotal role in providing a positive healthcare experience. We believe this means ensuring our network of podiatrists are free to utilise their clinical skills and expertise when treating our customers.

To support this, we include the following as core elements of this partnership:

- clinical independence is maintained at all times
- regular fee reviews are undertaken to ensure both the benefits paid by us and the fees charged enable the podiatrist to provide the best possible treatment.

Change of details form 2023



Members First

- 1 Please complete this form using black ink and write within the boxes in CAPITAL LETTERS. Mark appropriate answer boxes with a cross.
- 2 Read the declaration and sign all the signature panels.
- 3 Email your application to provopsnetwork@bupa.com.au
- 4 To apply for a **new** clinic location, please contact Bupa HCM Operations on 1800 060 239.
- 5 **Previous versions of this form will not be accepted.** All areas marked with an **ASTERISK (*)** must be completed.

SECTION A: CLINIC DETAILS

(THIS SECTION IS MANDATORY. All fields must be completed)

Practice ID*

Clinic name*

Principal Provider Details

Principal Provider number*

Principal Podiatrist's name*

SECTION B: CHANGE IN CONTACT DETAILS

Please only complete contact details that have changed:

Clinic Manager's name

Postal address

Unit number

Street number

Street name

Suburb

Postcode

Phone number (including area code)

Email address

Website

SECTION C: ADDITIONAL PODIATRISTS IN THE CLINIC

Who accepts the terms of this agreement?

☒ HealthPoint/HICAPS have been notified of the below changes

Podiatrist 1

Provider name

Provider number

Effective date

AHPRA registration number

Podiatrist 2

Provider name

Provider number

Effective date

AHPRA registration number

SECTION D: REMOVAL OF PODIATRISTS IN THE CLINIC

☒ HealthPoint / HICAPS have been notified of the below changes

Effective date

Provider number

Provider name

Effective date

Provider number

Provider name

I acknowledge that in requesting the removal of a provider from this Agreement, they have ceased practicing at this clinic.

SECTION E: UNDERTAKING

(THIS SECTION IS MANDATORY. All fields must be completed)

Each podiatrist in your clinic covered by this agreement acknowledges:

- That all information that they provide to Bupa with or in connection with this application form is true and correct and that they will advise us of any change.
- Bupa may, in its absolute discretion, decide whether to accept the principal podiatrist or any other podiatrist at this clinic as a participant in the Bupa Members First podiatry network.
- The podiatrist acknowledges that they have read and understand the Rules of Participation.
- The podiatrist agrees that if accepted as a participant in our podiatry network that they will abide by and comply with the Rules of Participation.
- That we may make minor changes (including minor changes required by law) to these Rules of Participation by updating them on our website. For all other changes to the Rules of Participation, including changes to any of the Tables and/or the Maximum Chargeable Amounts in Table 1, we will give you 28 days' written notice which may be by email, postal mail, text message or via the Bupa Partner Portal.
- All Podiatrists participating in this agreement must sign below.
- The principal podiatrist undertakes that they will ensure that all podiatrists practising at the clinic (currently and in the future) will abide by the Rules of Participation current at the time.
- That Bupa may publish or distribute details about the clinic's and each participating podiatrist's involvement in the podiatry network, including any details contained in this application by any means (including any Bupa website).

Signature of Principal Podiatrist*

Signature of Podiatrist 1*

Signature of Podiatrist 2*

Frequently asked questions

What are the main features of the proposed arrangements and why should I join?

The Bupa Members First podiatry network gives you the opportunity to offer your patients (our customers) the certainty of known out-of-pocket expenses for specified podiatry services.

Bupa Health Insurance customers who visit a participating network podiatrist will have access to higher benefits than from other recognised providers for the specified services listed in Table 1.

In addition, fees and claims can be submitted electronically using electronic claiming terminals such as HealthPoint or HICAPS. Providers simply swipe the Bupa health insurance card and any 'gap' can be paid on the spot. It's that easy.

At Bupa's discretion, we may also promote these arrangements to our customers. For example, via the internet, or with literature displayed in Bupa centres.

Who is eligible to be part of the network?

If you are a recognised provider, we pay benefits for professional services that you provide in private practice to our health insurance customers in accordance with our Fund Rules. If you are a recognised provider, you may also participate in our Bupa Members First podiatry network.

All registered podiatrists in private practice who are recognised providers and meet and agree to the 'Rules of Participation' are eligible to apply.

Contact us if you're unsure if you are eligible to be part of our network.

Do all podiatrists in the clinic need to participate as a Members First Provider?

In order to ensure consistency for our customers, all podiatrists within the clinic must apply to participate in the Members First podiatrists network. Acceptance onto the network for the clinic and each of the providers within the clinic is at Bupa's absolute discretion. The principal podiatrist must ensure that all podiatrists at the clinic comply with these Rules of Participation.

Who is this agreement between?

While all podiatrists at the relevant location will be required to comply with these Rules of Participation, the Agreement will be between the principal podiatrist and Bupa. The principal podiatrist must ensure that the podiatrist at the clinic comply with these Rules of Participation, and understand the role of the principal podiatrist in relation to the Members First podiatrist network. Therefore, if the Agreement is terminated the termination will apply to all podiatrists at the relevant location.

How does the agreement relate to Bupa's Ancillary Provider terms?

The Rules of Participation govern your participation in Bupa's Members First network and do not replace Bupa's Our Ancillary Provider Terms which apply to you and anyone else who Bupa recognises as a provider of services for whom we pay benefits. You must, however, comply with the Our Ancillary Provider Terms (updated from time to time and available at www.bupa.com.au/for-providers/ancillary/traditional-therapies) in order to be a recognised provider eligible to join or remain in the Members First network.

Am I locked into this arrangement?

The agreement has no fixed term. Your participation in these arrangements can be terminated by you or us with 60 days written notice.

Am I required to inform my patients if Bupa or I terminate this agreement?

We recommend that you inform your patients that you are no longer participating in the Members First Network and standard benefits will still be applicable. We may also inform our members that your clinic will no longer participate in the Members First network.

Do I have to charge the Maximum Chargeable Amount at all times for the podiatry services listed?

To consistently provide our customers with certainty on out-of-pocket expenses, you agree to charge below or at the Maximum Chargeable Amount for the services listed in Table 1.

Why does Bupa think quality is important?

We're committed to ensuring customers always receive quality healthcare services. In doing so, we recognise the commitment that podiatrists have made to being a quality practice.

Will Bupa restrict customer's choice of podiatrist?

No, customers are free to go to a provider of their choice. However, higher benefits for the defined services listed in Table 1 will only be available to our customers when they attend a podiatrist participating in these arrangements.

How were the Maximum Chargeable Amounts developed?

The Maximum Chargeable Amounts were developed based on our claims data specific to each state for the services listed in Table 1.

Why do the Maximum Chargeable Amounts differ from state to state for the same services?

The charges vary because policy premiums and fees for podiatry services differ from state to state. The Maximum Chargeable Amounts were developed using our claims data specific to each state.

How will the Maximum Chargeable Amounts be reviewed?

The Maximum Chargeable Amounts will be reviewed periodically, in accordance with our business needs.

I have a new podiatrist working at my clinic or a podiatrist has left the clinic. How do I update these details?

All podiatrists within the clinic must apply to be a party to this Members First Agreement. To notify us of any podiatrists who have joined or left the clinic, please complete the current Change of Details form and return it to provopsnetwork@bupa.com.au.

My provider number was ceased with Medicare and has now been reopened. Do I need to reapply with Bupa to participate in the Members First Network?

Yes, you will be required to reapply if reopening a ceased provider number. Please complete the current Change of Details form and return it to provopsnetwork@bupa.com.au.

What do I do if I have a locum on a regular basis or at short notice?

All locums should be familiar with the requirements and details of operation of the Members First Agreement and abide by the Members First Rules of Participation.

Where it is intended that the services of an individual locum are to be used continuously or regularly for a period of more than 2 weeks, an application for a Medicare Provider number for that clinic location should be lodged.

I work in multiple clinics do I need to have an agreement for each clinic?

An agreement with a participating podiatrist will only apply to the clinic and clinic location identified in the application.

If you work in more than one clinic, you will need to apply for Members First participation at each clinic that you want the Bupa Members First arrangements to apply. Acceptance onto the network at each location is at Bupa's discretion.

What if I have more than one clinic? Do I have to sign a 'Rules of Participation' for each clinic?

Yes, you will need to sign the 'Rules of Participation' for each individual clinic, which will cover all the podiatrists at that clinic. Each clinic location is assessed on an individual basis. If a new podiatrist or locum joins your clinic, please notify us on 1800 060 239.

What if I change the location of the clinic or sell the clinic?

Participation on the network is non transferable and specific to the approved principal of the clinic and clinic location. A change in location or principal of the clinic will require a new Rules of Participation application to be completed and assessed. Changes such as these will be assessed on Bupa's business needs.

Will all customers have access to these arrangements?

Yes, all Bupa customers are eligible to receive the Maximum Chargeable Amounts for services, listed in Table 1. Bupa Members First provider network benefits will be available to customers with eligible extras cover (including package products) and in accordance with our Fund Rules. All Bupa health insurance customer's cards should be used through electronic claiming at all times.

If I'm a provider with your network can I also be a provider with other health funds?

You can become a provider with other health funds if you choose.

What should I do if I don't have electronic claiming, such as HealthPoint or HICAPS??

If your application is approved it is one of the 'Rules of Participation' that you must install and use (at your own cost), an electronic claiming machine before your status as a Bupa Members First podiatry network provider is effective.

Contact phone numbers

HealthPoint 1800 500 433
HICAPS 1800 805 780

Does the Maximum Chargeable Amount and benefit include the GST amount that applies to the service?

Yes. The Maximum Chargeable Amount and benefit includes any GST amount that may be applied to a service.

What are the Podiatry Guidelines?

The Podiatry Guidelines listed in Table 2 of the 'Rules of Participation', are benefit payment guidelines developed to avoid duplicate payment of benefits due to processing errors and misitemisation. Bupa introduced the Podiatry Guidelines, to ensure the fair and correct payment of podiatry benefits for all customers.



Rules of Participation

Bupa Members First podiatry network provider

As a Bupa Members First podiatry network provider, you will provide our health insurance customers with accessible, quality podiatry services including appropriate advice and information on health and wellness.

This agreement will cover all Bupa health insurance customers. Bupa customers who visit a participating network podiatrist will have access to higher benefits than from other recognised providers for the specified services and extras cover.

Bupa will review your application once it has been received. Bupa may, in its absolute discretion, decide whether to accept an application for participation in the Bupa Members First podiatry network. Confirmation will be provided by Bupa.

If you practice at multiple locations a separate application must be completed for each location.

To apply and maintain your membership, you must be a recognised provider in private practice. Please contact us if you are unsure whether you meet this requirement.

All recognised podiatrists within your clinic must apply to be part of the Members First Podiatry network.

Charging

You agree to charge below or at the Maximum Chargeable Amount for the item numbers listed in Table 1. The Maximum Chargeable Amount (or lower amount charged by you) will be accepted by you as full payment for the services provided and includes any GST payable. You agree to only charge Bupa customers for goods or services you have provided to them, acting always in accordance with Bupa's Ancillary Provider Terms and these Rules of Participation.

The customer will be responsible for any difference between the Maximum Chargeable Amounts and the benefit applicable to the customer's level of cover.

If a Bupa customer has been charged for a payment over the Maximum Chargeable Amount listed in Table 1 a refund of the amount charged over the maximum chargeable amount will be refunded by the provider to the customer within 5 working days of being informed by Bupa or the customer.

We will review the Maximum Chargeable Amounts on a periodic basis and notify you of any changes.

Claiming

You will use an electronic claiming system, such as HealthPoint or HICAPS, for the processing of services.

Services processed through the electronic claiming system must be done so in the presence of the cardholder. Where the system is inoperable, fully itemised invoices must be issued to customers for claiming.

Invoices for professional services must be received by us within two years of the date of service.

All invoices presented to Bupa for the purposes of a benefit must be correct and accurate, including the service details, provider number, patient's name, date of service, and service type.

Ancillary Provider Terms

The Rules of Participation govern your participation in Bupa's Members First network and do not replace Bupa's Ancillary Provider Terms which apply to you and anyone else who Bupa recognises as a provider of services for whom we pay benefits.

You must, however, comply with the Ancillary Provider Terms (updated from time to time and available at www.bupa.com.au/for-providers/ancillary/traditional-therapies) in order to be a recognised provider eligible to join or remain in the Members First network.

Quality assurance undertakings

In order to participate and continue in the Bupa Members First podiatry network, you must comply with the quality assurance undertakings for podiatry providers detailed in Table 3 and give evidence of this to us, as requested.

Patient eligibility

All Bupa customers will have access to these arrangements. We pay benefits to our customers in accordance with their level of cover and our policy terms and conditions. Conditions that may affect a customer's eligibility to receive benefits include, but are not restricted to: waiting periods; annual limits; compensation payable by another party and premium payments in arrears.

Practice Standards

Practitioners must be aware of, and comply with all standards, guidelines and policies set out by the Podiatry Board of Australia. For a copy of the Code of Conduct and registration standards please visit the AHPRA web site.

Promotion

Public notice and information of your participation in our podiatry network may be given through point of service material provided by us, to be placed in a noticeable position at your professional premises.

You acknowledge that Bupa may promote details of your practice and involvement in our podiatry network, by providing information of participating podiatrists to its members or by publishing your clinic details, including on any Bupa website. Bupa may include your clinic details in search results on any provider search tools made available by Bupa. Promotion of your practice is at Bupa's discretion and may therefore be suspended for any reason without notice to you.

Bupa may disclose your confidential information for the purposes contemplated by this agreement, as permitted by law, to the AHPRA (or its equivalent), or with your consent.

Any other promotional material you choose to use must be approved in writing by us prior to use (see Table 4 on page 6).

You must not, and must procure that any corporate entity associated with, representing or acting on behalf of your practice does not, without our prior written approval, undertake any marketing or promotional campaigns or initiatives using wording such as "Use It or Lose It" or engage in any initiatives using the same or any other wording in which in Bupa's reasonable opinion the intent is to convey the impression that Bupa members will "lose" their health insurance benefits if they do not use them by a certain date, such as 31 December, without our prior written approval.

Variation

Except in the case of a change required as the result in a change of law, we may alter the Rules of Participation, including any of the Tables and/or the Maximum Chargeable Amounts in Table 1 by giving 28 days written notice to you.

If the change is needed because of a change in law, we must notify you, if possible, before the change takes effect.

Privacy and Confidentiality

Bupa may disclose your confidential information for the purposes contemplated by this agreement:

- as permitted by law;
- to a regulator; or
- with your consent.

Termination

Either you or Bupa may terminate this agreement and your status as a Bupa Members First podiatry network provider, at any time without cause or reason by giving 60 days written notice to the other party. You will still be a recognised provider.

If the agreement is terminated it will apply to all podiatrists at the relevant location.

We may terminate this agreement and your status as a Bupa Members First Podiatry network provider with immediate effect if any of the events below occur (an event is known as a **major event**):

- you are deregistered by the Podiatry Board of Australia;
- you are derecognised by Bupa;
- you do not comply with any law (including if you are convicted of a crime) in relation to this agreement;
- in Bupa's reasonable opinion, your conduct (provided your conduct is within your control) may adversely impact our goodwill, reputation or business;
- reprimands, undertakings, conditions, cautions or suspensions are placed on your registration by the Podiatry Board of Australia, and these are considered by Bupa (acting reasonably) to be serious;
- your registered provider number for the clinic address is ceased by Medicare;
- Bupa has not paid a benefit for services provided at the clinic in 6 months; or
- your access for Bupa claiming to the electronic claims system (such as HealthPoint or HICAPS) is suspended or terminated for any reason.

We may terminate this agreement and your status as a Bupa Members First Podiatry network provider on or after 30 days from the date we notify you of our intention to terminate this agreement for one of the following events if you do not remedy the event within 30 days following our notification to you (an event is known as a **minor event**):

- you fail to meet the quality assurance undertakings or you lose, or fail to achieve accreditation;
- you have breached Bupa's Ancillary Provider Terms; or
- you have breached this agreement.

If you commit a minor event more than once during any rolling 12 month period (calculated from the date we accept your application to join the Bupa Members First Podiatry network), the subsequent minor event will be deemed to be a major event and we may terminate this agreement and your status as a Bupa Members First Podiatry network provider with immediate effect.

In the event that your status as a Members First podiatry network provider is immediately terminated, (where practicable) we will provide you with written confirmation of that termination. If your status as a Bupa Members First podiatry network provider is terminated, you will immediately remove all signage and decals and cease to represent yourself as a podiatry provider within our network.

If our relationship with you as a Bupa Members First podiatry network provider is terminated we:

- will stop paying benefits for professional services that you provide to our customers from the date our relationship ends at the higher Bupa Members First podiatry network level (we will continue to pay benefits at the level applicable to all other Recognised Providers) and the Maximum Chargeable Amounts as listed in Table 1 will no longer apply.
- may need to inform our customers that you are no longer a Bupa Members First podiatry network provider.

Notices

Bupa will send any notices to you using the correspondence details you have provided on your application form (as varied by the current Change of Details Form).

You must use the current Change of Details Form on our website to let us know of changes to your clinic, contact details or practitioner details (as indicated in that form) and otherwise notify us in writing of any of the following changes by the due dates.

You must notify Bupa immediately if any podiatrist at your clinic:

- are deregistered or suspended by the Podiatry Board of Australia
- fail to comply with the quality assurance undertakings
- lose or fail to achieve accreditation
- do not comply with any law (including if you are convicted of a crime)
- have reprimands, undertakings, cautions or conditions are placed on your registration by the Podiatry Board of Australia

You must notify Bupa within 5 business days if:

- there is a change in ownership of the clinic
- there is a change of principal podiatrist
- there is a change in practicing podiatrist (including new podiatrists to the clinic)

Individual providers

This agreement is with the principal podiatrist at a specific clinic location.

This agreement is non transferable, to other providers, clinic locations or corporate entities.

The agreement cannot be assigned or transferred to a new clinic location and/or new clinic owner in the event of a sale.

You and each podiatrist at the clinic covered by this agreement must have your own provider number registered with us through Medicare Australia. You may not assign any of your rights under this agreement.

You must ensure that each podiatrist at your clinic complies with the terms of this agreement. This agreement applies in addition to Our Ancillary Provider Terms available at www.bupa.com.au/for-providers/ancillary/traditional-therapies.

An individual provider within the clinic will no longer be party to this Members First Agreement in the event:

- the registered provider number for the clinic address is ceased with Medicare
- Bupa has not paid a benefit for any services using the provider number listed in the Agreement, in 6 months

Dispute resolution

Bupa and the podiatry network provider will, in good faith, and where appropriate, make all reasonable efforts to provide feedback and, firstly, to informally resolve any disputes that arise in relation to these Rules of Participation, without the involvement of a third party. Nothing in this clause prevents a party from initiating interlocutory injunction proceedings or from terminating this agreement as permitted under this Agreement.

Table 2 – Podiatry guidelines*

Item number	Service description	Overriding guidelines
F002 / F004 / F005	Initial Consultation	One consultation is payable per day per person where services are provided by the same provider
F011 / F012 / F014 / F015 / F016	Subsequent Consultation	

*For clinical conditions or circumstances that necessitate treatment outside the guidelines indicated, please contact us directly for consideration of benefit on a case-by-case basis. Benefits payable are subject to waiting periods, annual limits and other conditions under the customer's applicable level of cover. Please contact us on 1800 060 239 for customer enquiries.

Table 3 – Quality assurance undertakings

General

All patients must be treated in a respectful, caring and empathetic manner.

Patient complaints and feedback must be followed up, addressed and documented in a timely manner.

Patients must be provided with adequate and accurate information regarding costs of treatment.

Human resource management

Staffing levels must be adequate to deal with the workload and provide a caring, empathetic, helpful and efficient service. Where applicable, the podiatrists and other podiatric personnel must fulfil the registration standards as required by AHPRA.

Duties and tasks undertaken by podiatrists and other podiatric personnel are specific to their role and training, as defined by the Podiatry Board of Australia and administered by AHPRA.

All podiatrists and other podiatric assistants must work within the limits of their expertise and qualifications.

Continuing professional development

All podiatrists employed by this clinic must participate in a continuing education program to a level required for registration with the Podiatry Board of Australia.

Service area environment

External clinic environment must be in good repair and meet likely patient requirements.

The clinic must comply with relevant State and Territory occupational health and safety legislation.

The clinic environment ensures the safety and comfort of patients.

Treatment rooms must be clean, well lit, well ventilated and provide privacy and confidentiality for patients.

A designated area of the clinic environment, separate from the patient treatment area is maintained for the purpose of orthotic manufacture, fabrication and modification, where these services are provided in-house. The area should comply with Workplace Health and Safety regulations and allow safe work practice.

Sterilisation facilities must meet Australian Standards.

Emergency protocols and equipment must be in place and reviewed regularly. Emergency equipment must be maintained appropriately and checked regularly to ensure it is operating effectively.

Electromedical equipment must be tested annually for safety and maintained to a satisfactory level.

Member access

A contingency plan must be in place for coping with emergency visits (i.e. patients in pain needing urgent treatment) and for occasions when a podiatrist is unavailable for whatever reason.

Business management

All handling of clinical records must comply with Federal and State/Territory Privacy Laws. Medical and treatment records for patients must be complete, comprehensive and written in legible English. These must comply with the Guidelines on Clinical Records by the Podiatry Board of Australia, and include:

- (i) medical history/health questionnaire
- (ii) appropriate history information relating to previous injuries/conditions
- (iii) examination, detailed assessment, treatment goals, planning information, informed consent and warnings given where indicated
- (iv) progress notes.

Records for each patient must be accurate, recorded and dated at the time of service or if recorded after the service is provided, must show the date that the record was made or edited. Records must include a detailed assessment, diagnosis and treatment planning information, as well as appropriately documented informed consent and warnings given.

All records are kept safe and secure meeting the minimum requirements of State and Federal privacy legislation and guidelines. Where electronic records are used the database must have an audit function to allow tracking of record editing.

An account for services must only be submitted to the Health Fund (either electronically or via a manual claims process) once the service has been completed in its entirety.

The clinic must hold indemnity insurance to a sufficient/appropriate level.

Safe practice

All podiatrists must hold current registration with the Podiatry Board of Australia.

All Podiatrists must work within their expertise.

All patients treated by the clinic must receive the appropriate level of service (i.e. adequate and appropriate time spent to treat patient's condition and needs).

Hazards

Although also a requirement of law, there must be a commitment to the Occupational Health, Safety and Welfare process, which includes hazard identification and management.

Infection control

The clinic must apply infection control procedures as described in the Podiatry Board Australia's "Guidelines on Infection Control".

The sterilisation and disinfection procedures employed in this clinic are adequate to prevent cross- infection.

Industry accepted protocols relating to sterilisation and disinfection procedures are documented, adhered to and periodically reviewed.

Prevention of cross infection

All podiatrists must be familiar with and operate according to the National Health and Medical Research Council *Australian Guidelines for the prevention and control of infection in healthcare*.

Adequate prevention of cross infection must be an essential part of quality care.

This includes the following practices:

- (a) Appropriate hand hygiene practices must be performed before and after every patient contact. This includes prior to treating a patient, performing a procedure, after a procedure or where a body substance exposure risk occurs, after treating a patient, after contact with a patient's surroundings and after the removal of gloves.
Hands must be washed with an appropriate skin antiseptic lotion and new gloves used prior to the treatment of each general Podiatry treatment – face masks are to be worn when appropriate.
- (b) All treating surfaces must be wiped down with an appropriate surface disinfection solution or disposable wipe between patient treatments. An appropriate surface cover, e.g. disposable paper towel must be placed under the feet for each patient.
- (c) All general treatment instruments and surgical instruments must be autoclaved according to the "Sterilisation guidelines" which includes maintenance of sterilisers, verification of sterilisation, and completion of detailed records as proof of adherence to sterilisation guidelines. An individual sterilised instrument pack is used for each patient.
- (d) Surgical blades or contaminated material must be disposed of according to professional and local government agencies. "Sharps" containers must be kept in the area of general treatment.
- (e) All practices must have an up to date "Spills Kit" to clean up bodily fluids, such as vomit, urine, faeces and blood
- (f) All electrodes, doppler heads or any equipment that has contact with the patient must be appropriately cleaned between patients.
- (g) Rubbish disposal must include appropriately labelled general waste and suitable containers for infectious waste and sharps disposal receptacle – suitable arrangements must be in place for collection.

Evidence based care and Prevention

Podiatrists must practise in accordance with relevant professional clinical standards, guidelines and codes as required by the Podiatry Board of Australia.

Only those services deemed necessary for the treatment of a particular patient's condition must be performed.

The podiatrist must advise the patient of the treatment/s most clinically appropriate for his/her condition. (Note: these options may also be impacted by factors such as affordability and personal choice).

When a new technology is employed in the treatment of patients, the practitioner providing the treatment has obtained adequate training and expertise in the use or application of that technology.

Referral process

An appropriate referral protocol must be observed for conditions and treatment beyond the scope of a podiatrist's area of expertise/knowledge.

Table 4 – Promoting the network

Promotion of the network

As part of the Bupa Members First podiatry provider network, we want to ensure that you receive the support you need to promote your clinic. To help you with this, we may carry out a range of activities that we believe will be of benefit to you. Some of these activities may include:

- promoting the network to our customers so they are aware of the various benefits available to them;
- undertaking activities to promote the network to a wider audience, where applicable; or
- subject to the Rules of Participation listing participating podiatrists on our website or third party website approved by Bupa – which we may promote to customers.

Supporting your promotions

The following applies if you want to include reference to Bupa, our brands, our products and/or our podiatry provider network: Whether you choose to promote yourself through a website; social media; print advertising; television; radio; Yellow Pages® directories; brochures; posters; business cards; personalised letters; signage or other advertising/marketing material, we need to approve the material first.

To apply for approval, supply a copy of your proposed material and an outline of how you anticipate using it to the Bupa Network Manager at by email to provopsnetwork@bupa.com.au. Please include details of the intended medium of advertising, size, where it will be seen and the timings of the promotion. We will then approve your material or inform you of the amendments we need you to make.

We are also happy to consider opportunities for joint promotions. However, please be aware that, in accordance with our privacy policy, we will not supply customer information to you.

We look forward to working with you to ensure the network provides real value to both you and our customers.

Bupa may revoke its consent of the use of any Bupa trademark (including logos) for any reason.



Contact details



Call us on 1800 060 239
(Monday–Friday 8.30am–5.00pm AEST)



Email provopsnetwork@bupa.com.au



Visit bupa.com.au/for-providers