

26th May, 2015

Dear Sir/Madam,

Cosmetic Medical and Surgical Procedures – Consultation Paper

I write in reference to the consultation paper launched on 17th March, 2015.

[REDACTED]

[REDACTED]. After extensive research into the industry I became involved with a company whose professionalism, protocols and high standards were aligned with my ethics and expectations as a health professional.

We provide minor non- surgical treatments in a monitored and clinical setting. We adhere to all regulatory and government requirements. Our patients receive treatments only after consultation with our medical director or one of his team of doctors. Our focus is our patient receiving the best possible care, acheiving the best possible outcome in a safe and controlled environments.

Our patient's are able to afford a treatment that in the past only certain socioeconomics groups were privileged to. We help to achieve the results and provide them with the opportunity to make them feel better about themselves.

Our clinics meet safety and regulatory standards to allow perspective patients to be confident in our ability to provide them with a team of health professionals with training , qualifications and experience to perform these procedures. All procedures performed in our clinics adhere strictly to protocols. They are elective minor procedures using non-permanent products for injectables. All procedures are clinically tested for efficacy and safety before practised in the clinics. All interactions with the patient are clearly document by the doctor supervising the procedure and the nurse. The patient is contacted within 24 hours of their treatment and then reviewed within 14 days. Any concerns are documented and submitted to our medical director as an adverse event and the patient is followed up urgently.

Nurses are qualified to administer cosmetic injectable and participate in mandatory, regular training which is documented. Our business model provides them set protocols, training and medical support to the highest possible standards.

Our level of patient care and aftercare leads to optimal treatment outcomes. Telemedicine does not compromise the care of our clients. It allows for better accessibility of medical support without further burdening our health care system in Australia. Telemedicine is widely used in many countries such as Canada, New Zealand and the USA and has been shown not to impact on client care or treatment outcomes. It allows for the average person to access these minor elective procedures without having an impact on our health system which is challenged due to government budget concerns, an ageing population and a shortage of qualified practitioners. If our clinics could not access telemedicine, they would be an additional cost and burden to our existing healthcare system as they go back into the community for these treatments. There is no evidence that by restricting telemedicine there is an improvement in safety, patient care and treatment results. In fact, we have the ability in our setting to solely concentrate on one area of expertise.

Our model allows for greater competition and greater affordability for patients wanting to access these treatments. It allows for all Australians to have the ability to use these services in an affordable and safe environment. Restricting telemedicine would impact financially on our clinics making it harder for patients to access these services due to financial considerations. There is currently no evidence supporting that restriction of telemedicine results in better patient outcomes.

