

Terms of Service

Terms and Conditions, Refund Policy, Partner Practitioners, Editorial Policy and Quality Policy

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Terms and Conditions

Important Notices

Centriva Health provides an online telehealth platform connecting patients with Australian-registered doctors and nurse practitioners for consultations, prescriptions, referrals, medical certificates and related healthcare services.

Before using our services, please note the following:

- If you are experiencing a medical emergency, severe chest pain, difficulty breathing, or any life-threatening condition, call **000** immediately or attend your nearest emergency department
- Your personal information is managed in accordance with our Privacy Policy and applicable Australian privacy legislation
- Healthcare practitioners providing services through the platform exercise independent clinical judgement at all times
- We are not responsible for outcomes arising from inaccurate or incomplete information provided by patients
- Nothing in these Terms excludes rights available under Australian Consumer Law
- Consultation fees and service pricing may change from time to time, including for after-hours or weekend appointments

1. Acceptance of These Terms

1.1 These Terms and Conditions form a legally binding agreement between Centriva Health Pty Ltd (“Centriva Health”, “we”, “us” or “our”) and the user of the platform (“you” or “your”).

1.2 Centriva Health operates an online telehealth platform through which users may request healthcare consultations with Australian-registered doctors and nurse practitioners.

1.3 You accept these Terms when you:

- Create an account
- Submit a consultation request
- Tick an acceptance box on the platform
- Make payment for services
- Continue using the platform or services

1.4 These Terms apply for the duration of your use of the platform and associated healthcare services.

2. Definitions

2.1 Australian Consumer Law

Refers to Schedule 2 of the Competition and Consumer Act 2010 (Commonwealth).

2.2 Consultation

A healthcare interaction conducted through the Centriva Health platform.

2.3 Healthcare Practitioner

An Australian-registered doctor or nurse practitioner providing services through the platform.

2.4 Platform

The Centriva Health website, systems and associated digital services.

2.5 Services

Healthcare and telehealth services provided through the platform.



3. Services Provided

Centriva Health may offer services including:

- General telehealth consultations
- Prescription requests and renewals
- Medical certificates
- Specialist, pathology and imaging referrals
- Mental health consultations
- Weight management consultations
- Follow-up consultations and healthcare advice

Consultation availability and service timeframes are estimates only and are not guaranteed.

4. Third-Party Service Providers

The platform relies on third-party providers for services such as payments, communications, hosting and technology infrastructure.

While we take reasonable care in selecting providers, Centriva Health is not responsible for outages, delays or disruptions caused by third-party services beyond our reasonable control.

5. Independent Healthcare Practitioners

Healthcare practitioners providing services through Centriva Health are independent practitioners and are responsible for their own clinical decisions and professional conduct.

You acknowledge that:

- Centriva Health facilitates access to healthcare services but does not provide direct medical treatment itself
- Doctors and nurse practitioners exercise independent clinical judgement
- Clinical decisions, diagnoses, prescriptions, referrals and treatment recommendations are made solely by the treating practitioner
- No guarantee is provided that a prescription, referral, certificate or treatment outcome will result from any consultation

6. Consultations

6.1 Consultation Requests

To request a consultation, you must complete the required booking and health information forms accurately and truthfully.

6.2 Patient Information

You are responsible for ensuring all personal and medical information provided is accurate, complete and up to date.

6.3 Clinical Appropriateness

Healthcare practitioners must determine whether telehealth is clinically appropriate for your condition.

A practitioner may decline to provide treatment via telehealth or may recommend in-person medical assessment where clinically necessary.

6.4 Identity Verification

To comply with Australian healthcare and prescribing obligations, practitioners may require identity verification before proceeding with a consultation.

6.5 Rescheduling

Consultations may occasionally need to be rescheduled due to practitioner availability, operational issues or clinical circumstances.

6.6 Services Not Available via Telehealth

Certain services and documents are not available through Centriva Health, including:

- Backdated medical certificates
- Workers' compensation certificates
- Centrelink medical certificates
- “Fit for work” or return-to-work clearances
- Vaccine exemption documentation
- Schedule 8 or controlled medication prescribing
- Certain assessments requiring physical examination
- Consultations for medical emergencies or severe acute conditions

7. Cancellations and Refunds

7.1 Patient Cancellations

Cancellation requests must be submitted 24 hours before the scheduled consultation time.

7.2 Late Cancellations

Late cancellations (within 24 hours of appointment time) or non-attendance will result in forfeiture of consultation fees.

7.3 Practitioner or Platform Cancellations

If Centriva Health cancels a consultation due to practitioner unavailability or technical issues, an appropriate refund or rescheduling option will be offered.

7.4 Clinical Outcomes

Consultation fees are generally non-refundable where a consultation has occurred, including where a practitioner decides not to issue a prescription, referral or certificate based on clinical judgement.

8. Referrals

Healthcare practitioners may issue referrals where clinically appropriate.

Centriva Health is not responsible for services, availability or outcomes provided by external healthcare providers or specialists.

9. Medical Records

Clinical records are stored securely and retained in accordance with Australian legal and healthcare record retention requirements.

Patients may request access to their records in accordance with applicable privacy legislation.

10. Payments

10.1 Consultation Fees

Credit Card details are required at the time of booking. Payment will be processed at the time of consultation.

10.2 Payment Processing

Payments are processed through secure third-party payment providers. Centriva Health does not store full credit card details.

10.3 Fraudulent Use

You must not use fraudulent or unauthorised payment methods.

11. Prescriptions

11.1 Clinical Discretion

Prescriptions are issued solely at the treating practitioner's clinical discretion.

11.2 Electronic Prescriptions

Where prescribed, electronic prescriptions may be sent via SMS or email.

11.3 Medication Restrictions

Certain medications, including Schedule 8 controlled drugs and other restricted substances, will not be prescribed through telehealth.

12. Medical Certificates

12.1 Medical certificates are issued only following clinical assessment by a registered healthcare practitioner.

12.2 Medical certificates cannot be backdated.

12.3 Certificates generally confirm incapacity for work or study without disclosing detailed medical diagnoses.

12.4 Patients are responsible for ensuring all personal details provided are accurate prior to certificate issuance.

13. Mental Health Services

13.1 Mental health consultations may require dedicated appointments depending on clinical requirements.

13.2 Mental health treatment plans and referrals are issued only where clinically appropriate.

13.3 Availability of Medicare rebates depends on eligibility criteria and current Medicare rules.

14. Medicare and Private Health Insurance

14.1 Most consultations are privately billed unless otherwise stated.

14.2 Eligibility for Medicare rebates is determined according to current Medicare Benefits Schedule (MBS) requirements.



14.3 Patients are responsible for confirming eligibility for any Medicare or private health insurance claims.

15. Patient Responsibilities

By using Centriva Health services, you agree to:

- Provide accurate and truthful information
- Follow healthcare advice and treatment recommendations
- Use the platform lawfully and respectfully
- Maintain confidentiality of your account access
- Seek emergency medical care when appropriate

Users under 18 years of age may require parent or guardian consent in accordance with Australian law and clinical requirements.

16. Privacy and Confidentiality

Centriva Health manages personal and health information in accordance with the Privacy Act 1988 (Commonwealth), Australian Privacy Principles and our Privacy Policy.

Health information will only be disclosed where authorised, required by law, or necessary for healthcare delivery.

17. Australian Consumer Law

Nothing in these Terms excludes rights or guarantees available under Australian Consumer Law or other applicable legislation.

18. Limitation of Liability

To the maximum extent permitted by law, Centriva Health is not liable for losses arising from:

- Inaccurate or incomplete information provided by patients
- Failure to follow medical advice
- Independent clinical decisions made by healthcare practitioners
- Technical interruptions or events beyond reasonable control

Where liability cannot be excluded, liability is limited to the amount paid for the relevant services, to the extent permitted by law.

19. General Provisions

19.1 Amendments

Centriva Health may update these Terms from time to time. Continued use of the platform following updates constitutes acceptance of the revised Terms.

19.2 Governing Law

These Terms are governed by the laws of Australia and the applicable state or territory jurisdiction in which services are provided.

19.2 Dispute Resolution

Where disputes arise, parties agree to attempt resolution in good faith before commencing formal legal proceedings.

20. Health Information and Educational Content

20.1 Educational Purpose Only

Information published on the Centriva Health website, including condition pages, treatment information, blogs, FAQs and service pages, is provided for general educational and informational purposes only.

Website content is not intended to replace personalised medical advice, diagnosis or treatment from a qualified healthcare practitioner.

Patients should seek individual medical assessment from an appropriately qualified healthcare professional regarding their own medical circumstances.

20.2 Clinical Content Standards

Centriva Health aims to ensure clinical and health-related content published on the platform is accurate, evidence-based, and consistent with current Australian healthcare standards and general practice guidelines.

Clinical information may be developed, reviewed or updated by:

- Australian healthcare writers and medical content professionals;
- Australian-registered doctors or nurse practitioners;
- Clinicians with relevant experience in Australian general practice or telehealth services.

20.3 Medical Review

Where clinically appropriate, health information published by Centriva Health may undergo medical review prior to publication or update.

Clinical review processes are intended to support:

- Accuracy of health information;
- Consistency with current Australian clinical guidance;
- Appropriate and balanced healthcare language;
- Compliance with Australian advertising and healthcare regulations.

20.4 Clinical Information Sources

Centriva Health may rely on reputable Australian and international evidence-based healthcare sources when preparing educational content, including guidance from:

- Healthdirect Australia;
- Royal Australian College of General Practitioners (RACGP);
- Australian Department of Health and Aged Care;
- Therapeutic Goods Administration (TGA);
- National Health and Medical Research Council (NHMRC);
- Australian Institute of Health and Welfare (AIHW);
- Relevant Australian clinical practice guidelines and regulatory authorities.

20.5 No Guarantee of Accuracy or Completeness

While reasonable efforts are made to maintain accurate and current information, healthcare guidance and medical recommendations may change over time.

To the extent permitted by law, Centriva Health does not guarantee that all website content will always be complete, current or free from errors.

Patients should not rely solely on website content when making healthcare decisions.

21. Advertising and Regulatory Compliance

21.1 Compliance with Australian Healthcare Advertising Laws

Centriva Health aims to ensure its website content and advertising materials comply with:

- The Health Practitioner Regulation National Law;
- Australian Health Practitioner Regulation Agency (AHPRA) advertising guidelines;
- Medical Board of Australia guidelines;
- Therapeutic Goods Administration (TGA) advertising requirements;

- Australian Consumer Law.

21.2 No Outcome Guarantees

Centriva Health does not guarantee:

- Specific treatment outcomes;
- Issuing of prescriptions, referrals or certificates;
- Clinical suitability of telehealth for every patient;
- Resolution or cure of any medical condition.

All healthcare decisions are made independently by the treating practitioner based on clinical judgement.

21.3 Clinical Language

Health information published by Centriva Health may use cautious or qualified language such as “may assist”, “may be appropriate”, or “subject to clinical assessment” to reflect the importance of individual medical assessment and practitioner discretion.

22. Quality Assurance and Clinical Governance

22.1 Commitment to Quality Care

Centriva Health is committed to providing safe, professional and high-quality telehealth services in accordance with applicable Australian healthcare standards and regulatory obligations.

22.2 Quality Improvement Processes

Centriva Health may implement quality assurance and clinical governance measures including:

- Internal audits and compliance reviews;
- Practitioner credential verification processes;
- Clinical incident reporting and review;
- Ongoing staff education and training;

- Service quality monitoring and operational improvements.

22.3 Continuous Improvement

Centriva Health may periodically review and improve its systems, policies, technology and operational procedures to support patient safety, service quality and regulatory compliance.

23. Accessibility and Website Content

Centriva Health aims to present website and health information content in clear and accessible language suitable for a general Australian audience.

Medical terminology may be simplified or explained to improve readability and understanding.

If you experience accessibility difficulties when using the platform or accessing website content, you may contact Centriva Health for assistance.

24. Corrections and Content Updates

Centriva Health may update, revise or remove website content at any time to reflect:

- Changes in healthcare guidance or regulations;
- Updated clinical recommendations;
- Changes to Medicare, PBS or Australian healthcare policies;
- Corrections to factual or technical inaccuracies.

Where appropriate, website content may include review dates or update notices.

25. Conflicts of Interest

Centriva Health provides telehealth healthcare services and may publish educational content relating to conditions, treatments and healthcare services offered through the platform.



Content is intended to reflect Australian healthcare standards and evidence-based practice rather than commercial preference.

Centriva Health does not accept paid placement of third-party clinical content or product endorsements within educational healthcare pages.

Healthcare practitioners may recommend in-person medical review, emergency care, or specialist referral where clinically appropriate, including where this means services cannot be completed through the platform.

26. Contact Information

For questions relating to these Terms and Conditions, website content, privacy, or clinical governance matters, please contact:

Centriva Health

Email: support@centrivahealth.com

Refund Policy

Our Commitment to Fair Service

At Centriva Health, we are committed to delivering safe, professional, and high-quality telehealth services. This Refund Policy explains the circumstances where refunds may be available and outlines the process for managing refund requests.

This policy should be read together with our Terms and Conditions and has been prepared in accordance with Australian Consumer Law.

27. General Refund Principles

Telehealth consultations involve the professional time, expertise, and clinical assessment of qualified healthcare practitioners. As these are healthcare services rather than physical goods, completed consultations cannot be “returned” once the service has been provided.

However, refunds may be appropriate in certain situations outlined below.

28. Consultation Fees — When Refunds May Apply

28.1 Situations Eligible for a Full Refund

You may be entitled to a full refund where:

- You were charged incorrectly or charged more than once for the same service
- You paid for a consultation, but no doctor or nurse practitioner contacted you within a reasonable timeframe
- A technical issue on our platform prevented the consultation from taking place and we were unable to reschedule or complete the service
- You cancelled your booking before any clinical review or practitioner contact had commenced, and cancellation was at least 24 hours prior to appointment

28.2 Situations Where Refunds Are Not Available

Refunds are generally not available where:

- A doctor or nurse practitioner has already reviewed your information or provided professional advice
- A practitioner determines that a prescription, referral, or medical certificate is not clinically appropriate
- You are dissatisfied with the diagnosis, treatment advice, or clinical outcome provided
- You change your mind after the consultation has commenced
- Incorrect or incomplete information supplied by you affected the consultation outcome
- You could not be contacted at the scheduled consultation time
- You cancelled after clinical review or assessment had commenced

29. Medical Certificate Refunds

Medical certificates are issued only after an appropriate clinical assessment by a registered Australian healthcare practitioner.

Refunds may be available where:

- The consultation did not occur and no certificate was issued

Refunds will generally not be provided where:

- The practitioner determines a medical certificate is not clinically appropriate
- Incorrect or misleading information affected the assessment
- A certificate was issued, but you are dissatisfied with the wording or dates provided

All medical certificates are issued using independent clinical judgement in line with Australian professional standards and applicable regulations.

30. Prescription Services Refunds

Prescription services include a professional telehealth consultation and clinical review.

Refunds may be available where:

- Payment was processed but no consultation occurred

Refunds are generally not available where:

- A doctor or nurse practitioner determines that prescribing is not clinically appropriate
- The requested medication cannot legally be prescribed through telehealth in Australia
- An electronic prescription has already been issued, and you later decide not to use it

All Australian-registered practitioners must comply with Therapeutic Goods Administration (TGA) requirements, applicable state and territory legislation, and Medical Board of Australia guidelines.

30A. Antibiotic Prescribing

Centriva Health practitioners follow recognised antimicrobial stewardship principles to support safe and appropriate prescribing practices.

Refunds will not be provided where:

- Antibiotics are considered clinically unnecessary
- Antibiotics are requested for conditions likely to be viral in nature
- A different antibiotic is prescribed based on clinical suitability and safety

The consultation fee covers the practitioner's professional assessment and clinical judgement, regardless of whether antibiotics are prescribed.

31. Referral Services

Referrals for specialist or allied health services require clinical assessment.

Refunds may be available if:

- The consultation or referral service was not delivered

Refunds are generally not available if:

- The practitioner determines a referral is not clinically indicated
- A referral was issued but later not used by the patient

32. Australian Consumer Law

Nothing in this policy excludes or limits your rights under Australian Consumer Law or any other applicable legislation.

Under Australian Consumer Law, consumers may be entitled to remedies where services:

- Are not delivered with due care and skill
- Are not fit for their intended purpose
- Are not supplied within a reasonable timeframe

Australian Consumer Law does not require refunds for a change of mind or where a clinical service has been appropriately provided.

33. Cancellation Policy

33.1 Patient Cancellations

You may cancel your booking before a practitioner has commenced reviewing your consultation request at least 24 hours prior to appointment time

- Full refund available where cancellation occurs before clinical review begins
- No refund once clinical assessment or review has commenced

33.2 Centriva Health Cancellations

If Centriva Health cancels your consultation due to operational or technical reasons, a full refund will be issued automatically.

34. Refund Processing Timeframes

Approved refunds are processed back to the original payment method.

- Refunds are generally processed within 5–10 business days
- Additional processing times may apply depending on your financial institution

35. Clinical Complaints

If you are dissatisfied with a clinical decision or healthcare outcome, this is managed as a clinical complaint rather than a refund request.

Clinical concerns may be raised through:

- Centriva Health complaints process
- The Australian Health Practitioner Regulation Agency (AHPRA)
- Relevant state or territory health complaints organisations

A disagreement with a practitioner's clinical judgement does not automatically entitle a patient to a refund.

36. How to Request a Refund

To request a refund:

1. Contact Centriva Health by email
2. Provide your booking reference and payment details
3. Include the reason for your refund request
4. Requests are generally reviewed within 2–3 business days

You will be advised in writing whether the request has been approved or declined.

37. Partial Refunds

In some circumstances, Centriva Health may offer a partial refund or service credit where considered fair and reasonable, including:

- Partial completion of a consultation
- Technical issues affecting service delivery
- Other exceptional circumstances assessed on a case-by-case basis

38. Promotional Discounts and Credits

Where discounts, promotional offers, or credits were used:

- Refunds will apply only to the amount actually paid
- Promotional credits are non-transferable and cannot be redeemed for cash
- Promotional offers used in refunded bookings may become invalid for future use

39. Fraudulent or Misleading Requests

Centriva Health reserves the right to:

- Decline refund requests believed to be fraudulent, misleading, or abusive
- Suspend accounts involved in repeated misuse of refund processes
- Report suspected fraudulent activity to relevant authorities where appropriate
-

40. Changes to This Policy

Centriva Health may update this Refund Policy from time to time. The most recent version will always be available on our website with the updated effective date displayed.

41. Contact Information

For refund requests or general enquiries:

- Email: support@centrivahealth.com.au
- Website: CentrivaHealth.com

For complaints regarding healthcare practitioners or clinical care:

- AHPRA: <https://www.ahpra.gov.au>
- NSW: Health Care Complaints Commission (HCCC)
- VIC: Health Complaints Commissioner
- QLD: Office of the Health Ombudsman
- Other state and territory health complaints bodies as applicable

Partner Practitioners

AHPRA-Registered Healthcare Professionals Delivering Your Care. Qualified, Registered and Professionally Insured

All doctors and nurse practitioners providing consultations through Centriva Health are appropriately qualified healthcare professionals registered with the Australian Health Practitioner Regulation Agency (AHPRA).

Each practitioner maintains current professional indemnity insurance and is required to comply with Australian standards for safe and ethical telehealth practice.

Centriva Health takes practitioner credentialing, registration verification and ongoing compliance seriously. We maintain processes designed to ensure healthcare practitioners meet appropriate professional and regulatory standards before providing services through the platform.

42. Understanding AHPRA Registration

AHPRA is the national regulator responsible for registering and overseeing healthcare practitioners in Australia.

Registration with AHPRA means practitioners must meet ongoing professional and legal obligations, including:

- Holding recognised qualifications from accredited institutions
- Completing identity and qualification verification checks
- Undergoing criminal history screening where required
- Maintaining continuing professional development (CPD) requirements
- Complying with professional codes of conduct and ethical obligations
- Remaining accountable to Australian healthcare regulators and professional boards

Patients may independently verify a practitioner's registration status using the public AHPRA register.

43. Verifying Your Practitioner's Registration

Transparency is an important part of safe telehealth care. Patients have the right to know who is providing their healthcare and to verify practitioner credentials.

43.1 During Your Consultation

During consultations:

- Practitioners will identify themselves by name
- Practitioner details may appear on prescriptions, referrals, medical certificates and clinical documents
- Patients may request a practitioner's AHPRA registration details during the consultation

43.2 Using the AHPRA Public Register

You can independently verify practitioner registration by:

1. Visiting the AHPRA Register of Practitioners
2. Searching the practitioner's name or registration number
3. Confirming current registration status
4. Reviewing any publicly available registration conditions or restrictions

44. Practitioner Credentialing and Onboarding

Before providing services through Centriva Health, practitioners may undergo credentialing and verification processes including:

44.1 Registration Verification

- Confirmation of current AHPRA registration
- Verification of registration type and practising status
- Review of any registration conditions or restrictions

44.2 Qualifications and Clinical Experience

- Verification of relevant healthcare qualifications
- Assessment of professional experience and clinical background
- Review of specialist qualifications where applicable

44.3 Professional Indemnity Insurance

All practitioners are required to maintain appropriate professional indemnity insurance covering telehealth services in accordance with Australian regulatory requirements.

44.4 Compliance Requirements

Practitioners may also complete onboarding relating to:

- Privacy and confidentiality obligations
- Telehealth clinical standards
- Safe prescribing requirements
- Documentation and clinical record standards
- Platform systems and operational procedures

45. Continuing Professional Development

Healthcare practitioners registered in Australia are required to participate in ongoing professional development activities.

Practitioners providing services through Centriva Health may engage in:

- Continuing professional development (CPD) activities
- Clinical education and evidence-based practice updates
- Quality improvement and audit activities
- Peer review and professional supervision processes where applicable

46. Professional Indemnity Insurance

Practitioners consulting through Centriva Health maintain professional indemnity insurance that:

- Covers telehealth consultations and online healthcare services
- Meets Australian regulatory and professional requirements
- Is reviewed periodically as part of practitioner compliance processes

47. Clinical Governance and Safety

Centriva Health maintains clinical governance and quality assurance processes to support safe healthcare delivery. These may include:

- Clinical policies and operational procedures
- Incident reporting and review processes
- Complaint handling and escalation pathways
- Clinical audits and compliance reviews
- Ongoing review of patient feedback and service quality

48. Independent Clinical Judgement

Healthcare practitioners consulting through Centriva Health remain independent practitioners responsible for their own clinical decisions.

Practitioners:

- Exercise independent professional judgement
- Are not directed to prescribe, refer or certify inappropriately
- May decline consultations or requests they believe are clinically unsuitable or unsafe
- Remain accountable to AHPRA and their professional boards

Centriva Health does not interfere with clinical decision-making by practitioners.

49. Telehealth Skills and Competency

Providing telehealth services requires specific skills and clinical judgement.

Practitioners may undertake training relating to:

- Appropriate use of telehealth services
- Remote assessment and clinical risk identification
- Escalation to in-person or emergency care where required
- Documentation and communication standards
- Safe prescribing and telehealth limitations

50. Telehealth Limitations

Telehealth services have clinical limitations and may not be appropriate for every condition or patient situation.

Practitioners may not provide certain services via telehealth where clinically inappropriate, including:

- Physical examinations requiring hands-on assessment
- Emergency medical care
- Prescribing of certain controlled or high-risk medications
- Management of unstable or highly complex conditions
- Certain new diagnoses requiring investigations or in-person review

Healthcare practitioners determine suitability for telehealth on a case-by-case basis.

51. Types of Healthcare Practitioners

Centriva Health may engage a range of appropriately qualified healthcare professionals.

51.1 General Practitioners

General practitioners may:

- Hold AHPRA registration as medical practitioners
- Hold fellowship qualifications such as FRACGP or FACRRM
- Provide general healthcare consultations, referrals and prescriptions

51.2 Specialist Medical Practitioners

Specialist practitioners may:

- Hold specialist registration with AHPRA
- Provide consultations within their recognised specialty area
- Hold fellowship qualifications with recognised Australian specialist colleges

51.3 Nurse Practitioners

Nurse practitioners may:

- Hold endorsement and registration with AHPRA
- Provide healthcare services within their approved scope of practice
- Prescribe medications and request investigations where authorised by law

52. Complaints About a Practitioner

If you have concerns regarding healthcare provided through Centriva Health, you may raise a complaint through the appropriate channels.

52.1 Internal Complaints

Patients may contact Centriva Health regarding concerns about consultations, professionalism or clinical care. Complaints are reviewed in accordance with internal complaint handling procedures.

52.2 AHPRA Notifications

Complaints about registered healthcare practitioners may also be lodged directly with AHPRA.

AHPRA manages notifications relating to issues such as:

- Professional conduct
- Clinical safety concerns
- Impairment or fitness to practise
- Practising while unregistered

52.3 State and Territory Health Complaint Bodies

Patients may also contact relevant state or territory healthcare complaints organisations where applicable.

53. Prescribing Standards and Medication Safety

Practitioners consulting through Centriva Health are expected to follow Australian prescribing standards and medication safety requirements.

This may include:

- Compliance with TGA requirements
- Review of medication interactions and contraindications
- Appropriate prescribing based on clinical need
- Avoidance of inappropriate prescribing practices
- Compliance with restrictions relating to controlled medications

All prescriptions are issued following individual clinical assessment.

53A. Responsible Antibiotic Prescribing

Centriva Health supports responsible antibiotic prescribing practices. Practitioners may:

- Prescribe antibiotics only where clinically appropriate
- Avoid prescribing antibiotics for viral illnesses
- Follow evidence-based prescribing guidelines
- Educate patients regarding antimicrobial resistance and safe medication use

If antibiotics are not prescribed, this reflects the practitioner's independent clinical judgement.

53B. Coordination with your regular GP

With patient consent, practitioners may share relevant healthcare information with a patient's regular GP to support continuity of care.

This may include:

- Consultation summaries
- Prescriptions issued
- Referrals and investigation requests
- Relevant clinical documents uploaded to My Health Record where appropriate

54. Privacy, Confidentiality and Medical Records

Centriva Health and its practitioners manage personal and health information in accordance with Australian privacy legislation, including the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles.

Clinical records are stored securely, and access is restricted to authorised personnel only.

55. Access to Medical Records

Patients may request access to their medical records in accordance with applicable privacy legislation and healthcare record requirements.

Identity verification may be required before records are released.

56. Transparency and Accountability

Centriva Health is committed to transparency in telehealth healthcare delivery.

This includes:

- Clear identification of practitioners
- Practitioner accountability through AHPRA registration
- Transparent prescribing and referral practices
- Open complaint handling pathways
- Ongoing clinical quality and compliance monitoring

56A. Clinical Governance and Quality Assurance

Centriva Health may implement governance and quality improvement activities including:

- Clinical audits and compliance monitoring
- Incident review and risk management processes
- Ongoing protocol and policy reviews
- Practitioner performance and patient feedback monitoring
- Continuous service improvement initiatives



57. Practitioner Availability

The practitioner panel available through Centriva Health may change from time to time as healthcare professionals join or leave the platform.

All practitioners are subject to credentialing and verification requirements prior to providing services.

58. Contact Information

For enquiries regarding practitioner registration, qualifications or healthcare standards, please contact:

Centriva Health

Email: support@centrivahealth.com

To verify practitioner registration, visit the AHPRA public register:

<https://www.ahpra.gov.au>

Editorial Policy

Purpose of This Policy

This Editorial Policy explains how Centriva Health develops, reviews, updates and maintains the health information published across our website and digital platforms.

Our goal is to provide Australians with healthcare information that is accurate, evidence-based, clinically appropriate and easy to understand. We aim to ensure all medical content reflects current Australian healthcare standards and supports informed healthcare decision-making.

59. Scope

This policy applies to clinical and healthcare-related content published by Centriva Health, including:

- Condition and symptom information pages
- Telehealth service pages
- Referral and prescription information
- Educational blog articles and patient resources
- Preventative health and wellness content

This policy does not apply to marketing materials, testimonials, employment content or legal documents such as Terms and Conditions or Privacy Policies.

60. Content Creation and Clinical Review

60.1 Content Development

Health and medical content is prepared by writers, clinicians and contributors with experience in Australian healthcare communication and digital health content development.

60.2 Clinical Review

All clinical content is reviewed by appropriately qualified Australian healthcare practitioners to ensure information is:

- Clinically accurate
- Consistent with current Australian healthcare guidelines
- Written using balanced and evidence-based language
- Appropriate for a general Australian audience

Clinical reviewers are registered with the Australian Health Practitioner Regulation Agency (AHPRA) and remain responsible for exercising independent professional judgement during the review process.

60.3 Review Standards

Prior to publication, content is assessed for:

- Accuracy and factual reliability
- Alignment with current Australian clinical practice standards
- Appropriate risk and safety messaging
- Readability and patient understanding
- Compliance with applicable healthcare advertising obligations

61. Sources and References

Where clinical or healthcare claims are made, Centriva Health relies on reputable Australian and international evidence-based sources, which may include:

- Healthdirect Australia
- Royal Australian College of General Practitioners (RACGP)
- Therapeutic Goods Administration (TGA)

- Australian Department of Health and Aged Care
- National Health and Medical Research Council (NHMRC)
- Australian Institute of Health and Welfare (AIHW)
- Pharmaceutical Benefits Scheme (PBS)
- Australian Commission on Safety and Quality in Healthcare
- Peer-reviewed medical literature and recognised clinical guidelines

Where appropriate, references or source material may be cited or linked to support transparency and patient education.

62. Educational Information Only

Content published by Centriva Health is intended for general educational and informational purposes only.

Website content is not a substitute for personalised medical advice, diagnosis or treatment from a qualified healthcare professional. Patients should seek direct medical advice regarding their individual healthcare circumstances.

If you are experiencing a medical emergency, call **000** immediately or attend your nearest emergency department.

63. Compliance With Australian Healthcare Advertising Standards

Centriva Health is committed to complying with the advertising requirements applicable to regulated health services in Australia, including AHPRA and National Law obligations.

Our content is designed to avoid:

- Misleading or deceptive statements
- Guarantees of treatment outcomes or cures
- Unsubstantiated comparisons with other healthcare providers

- Use of exaggerated or sensational claims
- Promotion of prescription-only medications in breach of Australian advertising restrictions

Where clinical judgement is required, language may include terms such as “may assist”, “clinically appropriate”, or “your practitioner will assess”.

64. Content Review and Updates

Centriva Health reviews healthcare content regularly to maintain accuracy and clinical relevance.

Review practices may include:

- Scheduled reviews of condition and service pages at least annually
- Updates following changes to Australian healthcare guidelines, Medicare rules or PBS listings
- Review of blog articles and educational content where new evidence becomes available
- Amendments where factual inaccuracies or outdated information are identified

Where relevant, pages may display a “last reviewed” or “last updated” date.

65. Corrections and Feedback

We welcome feedback regarding the accuracy or clarity of our content.

If you believe information published by Centriva Health is inaccurate, unclear or outdated, please contact us and we will review the content promptly. Where appropriate, corrections or updates will be made.

66. Conflicts of Interest

Centriva Health is a healthcare provider and telehealth service. Some content published on our platform relates to services we provide.

To maintain editorial integrity, we aim to ensure:

- Clinical information reflects accepted Australian healthcare standards
- Content is written in the interests of patient education and safety
- In-person care, emergency care or specialist referral is recommended where clinically appropriate
- Editorial decisions are not influenced by commercial arrangements or advertising relationships

Centriva Health does not publish paid third-party clinical articles presented as independent medical advice.

67. Accessibility and Readability

We aim to make healthcare information accessible to a broad Australian audience by:

- Using clear and simple language where possible
- Explaining medical terminology when necessary
- Structuring content with headings and concise paragraphs
- Supporting readability across desktop and mobile devices

If you experience accessibility issues while using our website or content, please contact Centriva Health for assistance.

Quality Policy

Centriva Health is committed to delivering safe, reliable and high-quality telehealth services while complying with applicable Australian healthcare, privacy and regulatory requirements.

68. Our Quality Commitment

We aim to:

- Deliver healthcare services efficiently and professionally
- Minimise administrative delays and communication errors
- Improve patient experience and continuity of care
- Maintain secure and compliant healthcare systems
- Support ongoing clinical and operational improvement

69. Quality Management Approach

Centriva Health maintains internal quality management and governance processes designed to support safe and consistent service delivery.

Our leadership team regularly reviews policies and procedures to ensure the best care is always being delivered to our patients.