

Frequently Asked Questions

What does 'No Gap' mean?

A 'gap' is the amount you pay either for medical or hospital charges, over and above what you get back from Medicare or your private health insurer. Most patients requiring knee, hip or shoulder replacements incur significant out-of-pocket expenses (on top of private health insurance premiums that are paid annually) in the form of surgeon fees, anaesthetist fees, physiotherapist gaps, etc. However, JRC offers a 'no gap' holistic care pathway for private insured patients requiring a joint replacement. The only out-of-pocket expense you may incur is a hospital excess charged by your health insurer. This differs for each insurance policy and can be checked with your insurer.

Do I need a referral?

Yes, from your GP addressed to Prof J Krishnan or Dr S Reddy.

Do I need to have private health insurance?

To take advantage of the JRC Accelerated Care Pathway with no out-of-pocket expenses, you do require private health insurance. Self-funded patients can also use this service. Please phone us on **1300 000 572** to discuss your individual needs and options.

How can I get an appointment with Prof J Krishnan or Dr S Reddy?

To make an appointment by phone, please call **1300 000 572** during office hours and request the preferred doctor.

Appointments are also able to be made by contacting the surgeons rooms directly. Prof Jegan Krishnan's rooms can be contacted on **08 8267 8233** and Dr Sunil Reddy's rooms can be contacted on **08 8232 8889**.

What should I bring to the consultation?

Please bring the following as applicable:

- All X-rays, CT or MRI scans and results of blood tests or Nerve conduction tests as applicable.
- If your GP has provided a referral letter, please provide to the receptionist on arrival. Your doctor would likely have faxed the referral letter to the doctors, in which case you do not need to bring one with you.
- Medicare card, DVA card or health insurance card as applicable.

When does the JRC Accelerated Care Pathway commence?

It commences from the initial consultation with the surgeon. Following the consultation our team will be in contact with you to organise a pre-operative anaesthetist consultation, a physician consultation and a physiotherapist assessment.

A 10-day care package begins on the day of surgery consisting of transport to hospital from home, hospital stay following surgery, discharge (usually on third day following surgery) and home care (as required). Some patients may need further care following discharge requiring transfer to a rehabilitation centre and will not need home care.

This is followed by physiotherapy sessions as part of the JRC Accelerated Care Pathway (6 treatments included in total as part of the Pathway).

All patient requirements and recovery times do vary. Important to note is that the 10 days of treatment, commences on the day of your surgery.

What services can Home Care provide?

- Pre-assessment of your home before surgery.
- Transfer to and from hospital.
- Home support and assistance with personal care.
- Nurse visit if required.

How many physiotherapy appointments do I receive from this Pathway?

The JRC Care Pathway includes 6 physiotherapy treatments in total. This may be split up to be 1 pre-surgery and 5 post-surgery. Alternatively, you may use all 6 as part of your post-surgery treatment. As part of your pre-assessment, we can discuss your individual needs.

How do I know what mobility aids I require?

This information will be provided by the physiotherapist.

How quick is the recovery process?

It is common for most patients to be discharged from hospital on day 2 or 3 of the Accelerated Care Pathway. Getting you back home and out of hospital within a short timeframe is important so you can commence your recovery in the comfort of your own home. Every patient is different in the speed of recovery and individual patient results may vary.