1. **I have sent in a referral and have not received anything to say the referral was received or made appropriate, what should I do?**

When we receive a referral at the PPS, we usually send out a referral acknowledgement letter to the referrer. If you haven’t received this, you can always track the progress of the referral by calling us on 6166 6178 or 6166 2645.

1. **My referral was rejected. What can I do to know more about it?**

We usually send our model of care along with a letter of rejection explaining why the referral has not been accepted. We will reject referrals if there is insufficient information provided, the patient is not appropriate for our model of care or if the patient does not meet the referral criteria. You can also call us on 6166 6178 or 6166 2645 if you are unsure.

1. **My patient needs authorisation from PSB for prescription of opiates. Can I refer them to PPS?**

We do not provide PSB authorisations. We do not manage medications. We work in a biopsychosocial approach for patients to manage their pain. While medications are important part of the toolbox, our methodology is not about prescribing medications but encouraging active patient participation in the rehabilitation process of managing their pain.

1. **My patient needs an NDIS letter from a pain specialist for NDIS application. Can I refer them to PPS?**

No. We do not provide NDIS supporting letters to patients because we do not consider pain to be a ‘disability’.

1. **Can I refer my patients for diagnostic services?**

No, PPS is not a diagnostic service. We offer time limited treatment to patients but do not diagnose them. This needs to be done via a different department.

1. **My patient is on opioids, and they wish to improve their coping strategies by non-pharmacological management. Will they be seen?**

Yes. We see patients who wish to improve coping strategies to opioids by using non-pharmacological management strategies.