



## Patient Order System - FAQs

**1. Can you have multiple Practitioners in the same clinic using the Patient Order System?**

Yes, you will need to contact customer service on 1800 777 648 (Australia) or 0508 227 744 (New Zealand) to obtain multiple user logins for your clinic.

**2. When should you receive your recommended mark-up?**

Practitioners will receive their recommended mark-up approximately on the 10<sup>th</sup> of every month. If you have not provided your bank details, the reimbursement will be credited to your account.

**3. When ordering products from the Patient Order System, is there a charge for freight?**

Goods will be sent by courier to the quoted address for the modest fee of \$15.35 (including GST) for Australia and \$6.50 (excluding GST) for New Zealand. Orders over \$220 (including GST) for Australia and orders over \$250 (excluding GST) for New Zealand will be sent freight free.

With this in mind, prescribing a single larger prescription is more cost effective to post than many smaller ones. So to avoid your patients incurring multiple freight charges, add all desired items to a single prescription.

**4. Which products are available to purchase via the Patient Order System?**

The Patient Order System is available for Metagenics products, Classic TCM products, UltraBalance products and Desert Biologicals Phenolic/Homeopathic products.

**5. Can I include test kits in the Patient Order System?**

Test kits are not available to order via the Patient Order System.

**6. Can you charge more than the Recommended Retail Price?**

The Patient Order System allows up to 30% discount for all patients. If you are wanting to charge more, you will need to send it via your own dispensary.

Should you require further information on the Patient Order System, please call Customer Service on 1800 777 648 (Australia) / 0508 227 744 (New Zealand) or contact a Metagenics Sales Representative today!