



**TOTAL
VETERAN
HEALTHCARE**

Complete Healthcare

For Australian Veterans



Ease of Access - Speed of Access - Quality of Service

About Total Veteran Healthcare

Total Veteran Healthcare is a dedicated Veteran healthcare provider operating from Brisbane, providing complete health services to Veterans across Australia.

We provide primary, allied, and specialist healthcare services, provided face-to-face from our clinic in Brisbane, via telehealth, or with provider partners located across the country.

We deliver complete Veteran healthcare through service-aware GPs who specialise in Veteran health, providing continuity of care throughout your healthcare journey.

We coordinate your complete healthcare, no matter how many specialists or allied health professionals are involved in your treatment.





Forward From The Owner, **Joshua Hall**

Total Veteran Healthcare was founded in 2023 to provide Australian Veterans with a dedicated health service that took on the obstacles impacting so many Veterans from accessing the health care they deserve.

Our service is driven by three values:

- » Ease of access to healthcare
- » Speed of access to healthcare
- » Quality of service, both clinical and operational.

We have worked hard to attract world class clinical staff, build leading facilities, and establish strong relationships with other leaders in Veteran health, including a communicative relationship with the Department of Veteran Affairs.

This work has helped us deliver high quality healthcare to over 4,500 Australian Veterans, with this number growing every week.

We are not like any other medical services provider. We deliver value-driven healthcare, and are passionately mission-led to provide Veterans with ease and speed of access to high quality healthcare.



Ease of Access

BOWEN HILLS
Medical Specialist Centre



1 Specialists In Veteran Health

We deliver specialty services across the four pillars of Veteran healthcare.



Veteran General Practice



Pain Management



Mental Health Care



Life After Service

Veteran General Practice:

Your GP is the centre of gravity throughout your healthcare journey, coordinating your access to allied health professionals and specialists, both in-house and across our network. They understand your service history, your unique healthcare needs, and manage your complete healthcare plan with your entire treatment team.

Pain Management:

We take a multidisciplinary approach to providing non-invasive and invasive pain relief, including innovative escalation treatments. We provide personalised treatment plans that address the physical, emotional, and psychological aspects of pain, incorporating input from your entire clinical team.

Mental Health Care:

We support you through every stage of recovery, from acute to ongoing care. Your personalised treatment may include traditional therapies like psychology and psychiatry, as well as innovative options such as TMS, Medication-Assisted Psychotherapy, diagnosis, and mental health reports to support DVA claims.

Life After Service:

We partner with trusted service providers and vetted Veteran support organisations to support you after your time in the ADF - no matter when you discharged. This includes crisis care, DVA claim support, medical file reviews, home services, education and employment assistance, and social connection.

Complete Healthcare *for Australian Veterans*

2

Dedicated Veteran GPs

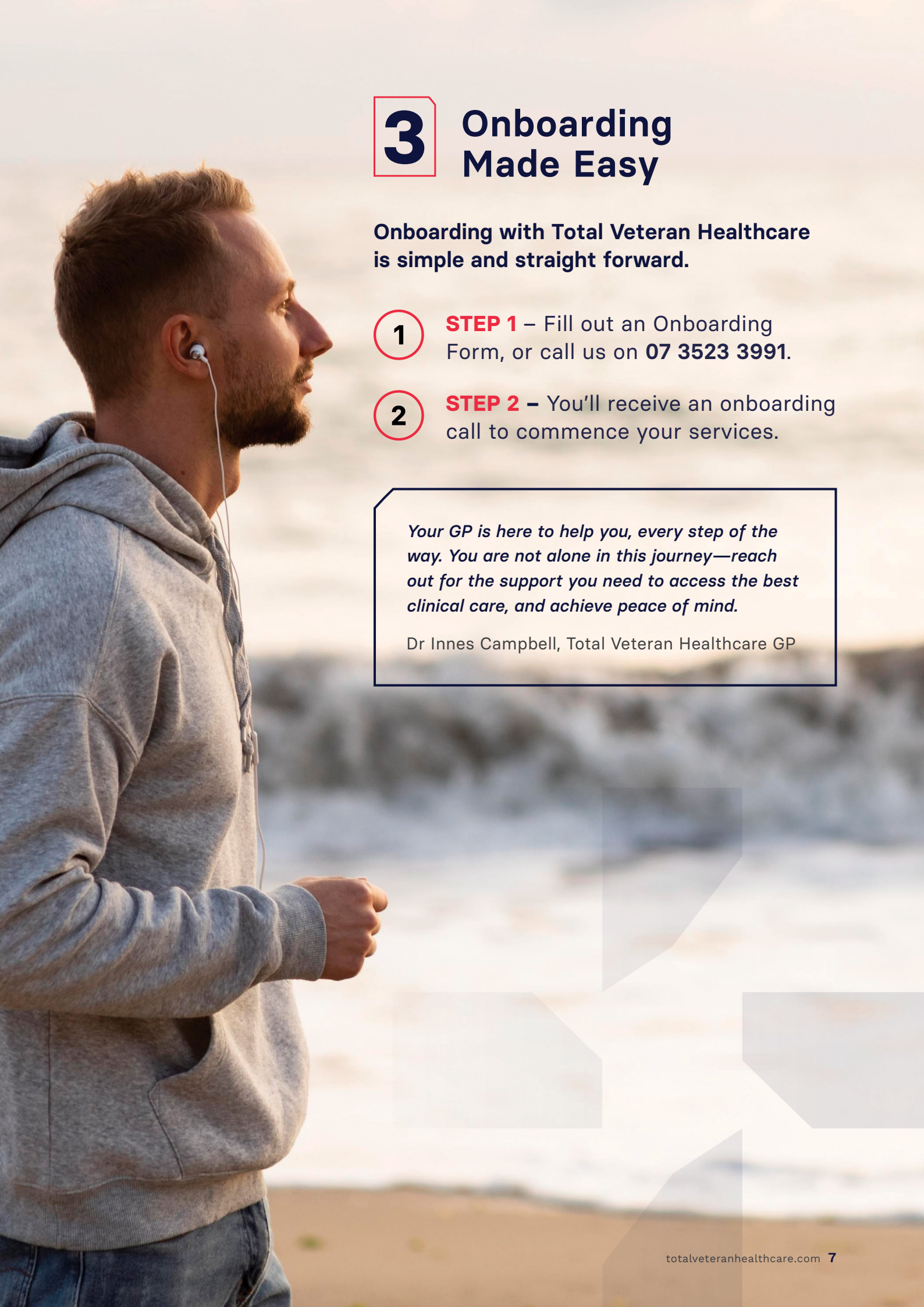
All our GPs are experts in service-aware healthcare, including the medical conditions and lifestyle factors that commonly impact Veterans. This includes elements of your unique service history, ADF culture, and your unique medical needs.

Total Veteran Healthcare GPs create your care plan, coordinate your treatment team, and connect you to allied health and specialist services. They are the centre of your complete healthcare journey.

Our GPs understand the importance of your DVA claim to your wellbeing and overall healthcare journey. They are committed to helping you navigate the DVA landscape with sensitivity and efficiency. They understand the impact the process has on you and your family, and work to turnaround reports to support speed as access to complete healthcare.

Tell Your Story, Once

Providing your service and personal history again and again is exhausting. Your Total Veteran Healthcare GP manages your treatment plan, including referrals to allied health providers and specialists, so you don't have to reintroduce yourself every time you visit a new clinician.



3

Onboarding Made Easy

Onboarding with Total Veteran Healthcare is simple and straight forward.

1

STEP 1 – Fill out an Onboarding Form, or call us on **07 3523 3991**.

2

STEP 2 – You'll receive an onboarding call to commence your services.

Your GP is here to help you, every step of the way. You are not alone in this journey—reach out for the support you need to access the best clinical care, and achieve peace of mind.

Dr Innes Campbell, Total Veteran Healthcare GP



Speed of Access



1 Lowest Wait Times In Australia*

We are proud to have some of the lowest wait times in the country for Veteran healthcare.



GP Appointments:
Zero wait time



Psychology Appointments:
Zero wait time



Psychiatry Appointments:
1 month wait time

2 Nurse-Led Approach

For most services, your initial consultation will involve a meaningful consultation with one of our skilled nurses. During this consultation, your Total Veteran Healthcare nurse will develop your care plan, which will then have a secondary review by your GP and a follow on consultation.

This approach provides you with an increased level of clinical care, while reducing your wait time, allowing you to be seen sooner and getting you to the next stage of your healthcare journey faster.

Caring is at the heart of everything our nurses do. To provide care for our Veterans is a profoundly rewarding experience, and supporting them to access the quality healthcare they deserve is both an honour and a privilege. The gratitude, resilience and stories shared by our Veterans leaves a lasting impact, and reminds us of the true meaning of service, strength and humanity.

Sonja M, Total Veteran Healthcare Nurse

*Total Veteran Healthcare's wait times are some of the lowest in country when compared to the current self-reported wait times of other veteran-focused clinics.

3 Dedicated Onboarding

Our dedicated onboarding teams meet efficient, established timeframes in every stage of your onboarding and treatment journey, to ensure any obstacles to accessing your care are identified and resolved as early as possible.

- ✓ Complete the onboarding form and we'll be in touch with a call within one business day.
- ✓ Once complete, your first Total Veteran Healthcare Nurse consultation will be within 2 weeks.*
- ✓ We will not leave you waiting.

*While many patients will have an initial consultation with a Nurse, some initial appointments may be with GPs, or a specialist, depending on clinical requirement.

Supporting Veterans in accessing timely psychiatric care and ensuring they receive the high-quality treatment they deserve is a privilege.

Dr Vineel Reddy, Total Veteran Healthcare Psychiatrist

4 Powerful Veteran Health Network

We get you to the specialist you need faster and with easier onboarding.

When your care is managed by Total Veteran Healthcare, your referrals are simpler. You have streamlined access to our in-house specialists and provider-partners in our Australia-wide network, so you don't have to do anything other than attend your appointments.



 Patient Locations

 Partner Clinics

 Total Veteran Healthcare within The Banyans Medical Centre and Specialist Clinics



QUALITY OF SERVICE

Quality of Service

1

Leading Clinicians



Total Veteran Healthcare is proud to represent some of Australia's leading experts and premier healthcare facilities.



In-House



Telehealth



Service Aware

Our Clinical Leaders

Chief Medical Officer, Dr Sheetal Bull's background in General Practice and Psychiatry is supported by his work in clinical research and innovative treatments. Dr Sheetal is an experienced Cannabinoid clinician, and one of the first doctors in Australia approved to prescribe innovative pain relief therapies.

Chief Medical Officer of Pain Management Dr Rohan Reddy is a well-respected clinician with a keen specialism in chronic pain conditions. Dedicated to innovative treatments that provide clinically evidenced outcomes, Dr Rohan Reddy is a highly regarded voice in pain management and has been engaged as speaker and panellist for a national medical summit to discuss his experiences in innovative pain relief treatments.

Head of Psychiatry Dr Ted Cassidy is a pioneer in Australian mental healthcare, and one of the first clinicians in the country to provide/prescribe both TMS therapy and Medication Assisted Psychotherapy, involving psychedelics. He is also a founder of the Monarch Mental Health Group, Australia's first outpatient clinic offering Medication Assisted Therapy.

An exceptionally important part of our role, beyond providing targeted healthcare, is to help Veterans navigate the system so they can focus on healing and health.

Dr Sheetal Bull, Total Veteran Healthcare CMO and General Practitioner

2

World Class Facilities

Our Brisbane clinic is a private, purpose designed, multidisciplinary centre that provides numerous services under one roof including GP, allied and specialist services, in-house pathology and TMS suites.

We have two separate waiting rooms for patient comfort and privacy, and are also co-located with onsite pharmacy, x-ray, and MRI services.

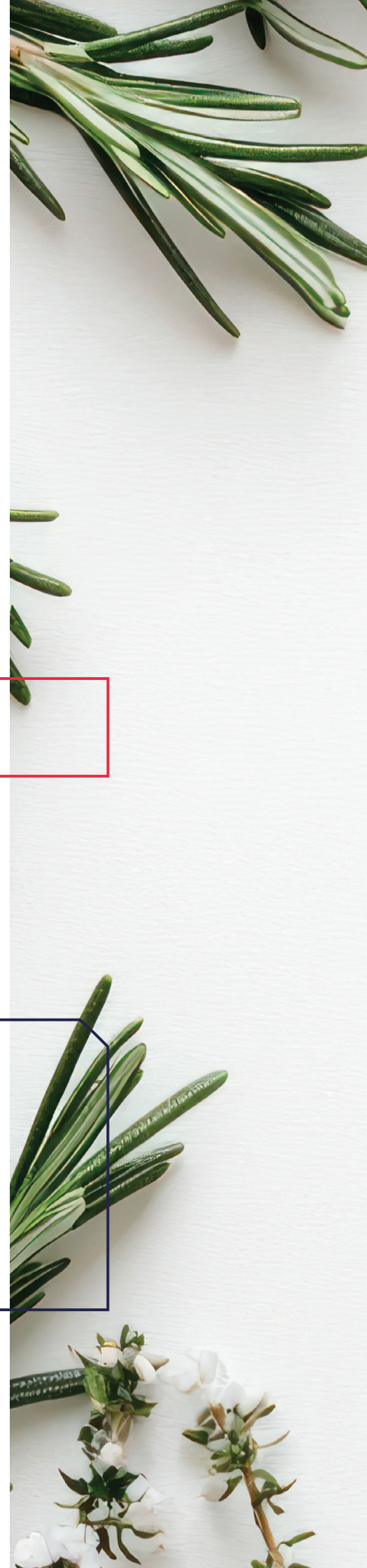
Our specialist partner providers represent Australia's premium health facilities, including offering world class inpatient and outpatient programs for a variety of health conditions.

Mission-Led Healthcare

Our Total Veteran Healthcare Outpost residing within the Veteran & Family Wellbeing Centre - Brisbane offers private and peaceful assessment rooms where Centre clients can receive the same outstanding GP and Nurse services.

Innovation in healthcare is vital. Medical innovation creates treatment options for those who need them the most – if you give people options, you give people hope – they are encouraged to keep trying new things until they find the healthcare solution that is right for them.

Dr Ted Cassidy, Total Veteran Healthcare Head of Psychiatry







3 Championing Veteran Health



Veteran healthcare is distinct from other kinds of health provision. Veterans are unique patients and experience conditions highly specific to their time with the ADF.

Total Veteran Healthcare provides and supports professional clinical development on a regular basis. We provide frequent education to our clinicians across Veteran lifestyle factors, the impact of global politics and events, insights into the enduring impact of ADF culture, education on changing DVA legislation and regulation, available and vetted Veteran services and support organisations, and emerging treatments and therapies in Veteran health focus areas.

Veterans deserve medical care that understands them as very different patients to the general community. For Veteran health to be effective, it needs to be informed by clinical developments in areas like pain management, mental health care, and the treatment of complex, chronic disease. A meaningful part of my role as a Veteran GP is maintaining an evolving understanding of the Veteran health landscape - including key specialists and available resources.

Dr Nerissa Naidoo, Veteran GP, GP Surgeon

4 Escalation Treatment Options

Travelling towards better health is a journey, and finding the right treatment for you a key part of it. What works for one patient may not work for another, which is why Total Veteran Healthcare is committed to providing treatment options beyond first response therapies.

60% of Veterans live with long-term health conditions.* Robust escalation healthcare is an important part of treatment plans for chronic, complex and treatment resistant conditions. Our GPs can develop personalised treatment plans that incorporate scalable and coordinated escalation options, so no Veteran is left languishing without a clear pathway forward on their healthcare journey.

A clear, delineated map of treatment options and solutions ensures you are always travelling towards wellbeing.

*Australian bureau of Statistics, Service with the Australian Defence Force 2021 Census.

Complete Veteran Healthcare





4

5



Pain Management

- | Pain Specialist Doctor
- | Physiotherapy
- | Chiropractic
- | Podiatry
- | Exercise Physiology
- | Osteopathy
- | Dietetics
- | Innovative Treatments



Life After Service

- | Social Connection
- | Education
- | Employment
- | Crisis
- | DVA Claims Advocacy
- | Financial Aid
- | Household Services
- | Housing



Holistic Goals

- | Improved Health
- | Social Connection
- | Education
- | Employment

Total Veteran Healthcare Team

Senior Leadership Team



Josh Hall
Chief Executive Officer
and Owner



Joel Tunstall
Chief Commercial Officer



Amanda Yeates
Chief Operating Officer

Senior Clinical Leadership Team



Dr Sheetal Bull
Group Chief Medical Officer
MBBCh, FRACGP, MRCPsych,
PGDip Psych Merit



Dr Rohan Reddy
Chief Medical Officer of Pain
Management
MBBS, Bsc



Dr Ted Cassidy
Head of Psychiatry
MBBS, FRANZCP

Operational Team



Karen New
Partnerships Coordinator



Lisa Went
Practice Project Manager



Andrea Blackmore
Practice Manager



General Practitioners and Specialists



Dr Innes Campbell
General Practitioner
MBChB, FRACGP, MSpMed



Dr Nerissa Naidoo
General Practitioner
MBBS, Bsc



Dr Navid Hamedani
Pain Specialist
MD, FFPMANZCA,
FRACGP, FAMAC



Dr Slava Poel
Anaesthetist and Pain
Specialist
MBBS FANZCA FFPMANZCA
MMed



Dr Vineel Reddy
Psychiatrist
FRANZCP MRCPsych (UK)
DCP (Ire) MBA (UK) MBBS



Dr Suhaila Rizal Shah
Rehabilitation Physician
FAFRM

Nursing Team



Sonja M
Nurse Manager

Casey L
Nurse

Em S
Nurse

Katerina T
Nurse

Susan W
Nurse

Ella S
Nurse

Ashley S
Nurse

Victoria W
Nurse

Ellie P
Nurse

MD M
Nurse

Yenny L
Nurse

Carlen R
Nurse

Mahima K
Nurse

Jaspreet (Jaz) B
Nurse

Our Impact

4,500+ | Veterans onboarded

60+ | Average new Veterans onboarded each week

13k | Services provided, partnered, and procured every quarter

3.9 | Average unique service types accessed per Veteran

Our Values



Ease of Access:

Removing the barriers that stop Veterans from accessing health services.



Speed of Access:

Create efficiencies so Veterans can see their GP, complete aspects of their DVA claim, and attend appointments with specialists, sooner.

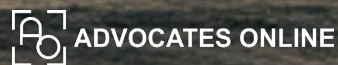
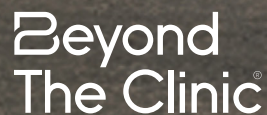


Quality of Service:

Engage and retain world class clinicians and facilities so Australian Veterans experience the highest quality of dedicated Veteran healthcare.

Strength in Partnership

We're better when we work together.





Ace


QueenslandXRay


QSMC
PHYSIOTHERAPY | EXERCISE PHYSIOLOGY | HEALTH


THE BANYANS
RESIDENCES


BYRON PRIVATE
HOLISTIC TREATMENT CENTRE

SOUTH PACIFIC PRIVATE
Australia's Leading Treatment Centre


THE BANYANS
HEALTH PLUS


THE BANYANS
ESTATE


Griffith
UNIVERSITY


Addiction
Sciences Qld


SWINBURNE
UNIVERSITY OF
TECHNOLOGY



MATES4MATES
Here for those impacted by service.


QLD PELVIC FLOOR
CENTRE
SPECIALIST BOWEL AND BLADDER CARE TO SUPPORT YOU


GALLIPOLI
MEDICAL RESEARCH
Research with Impact


Sana
Health
Group


B&B
Advocates

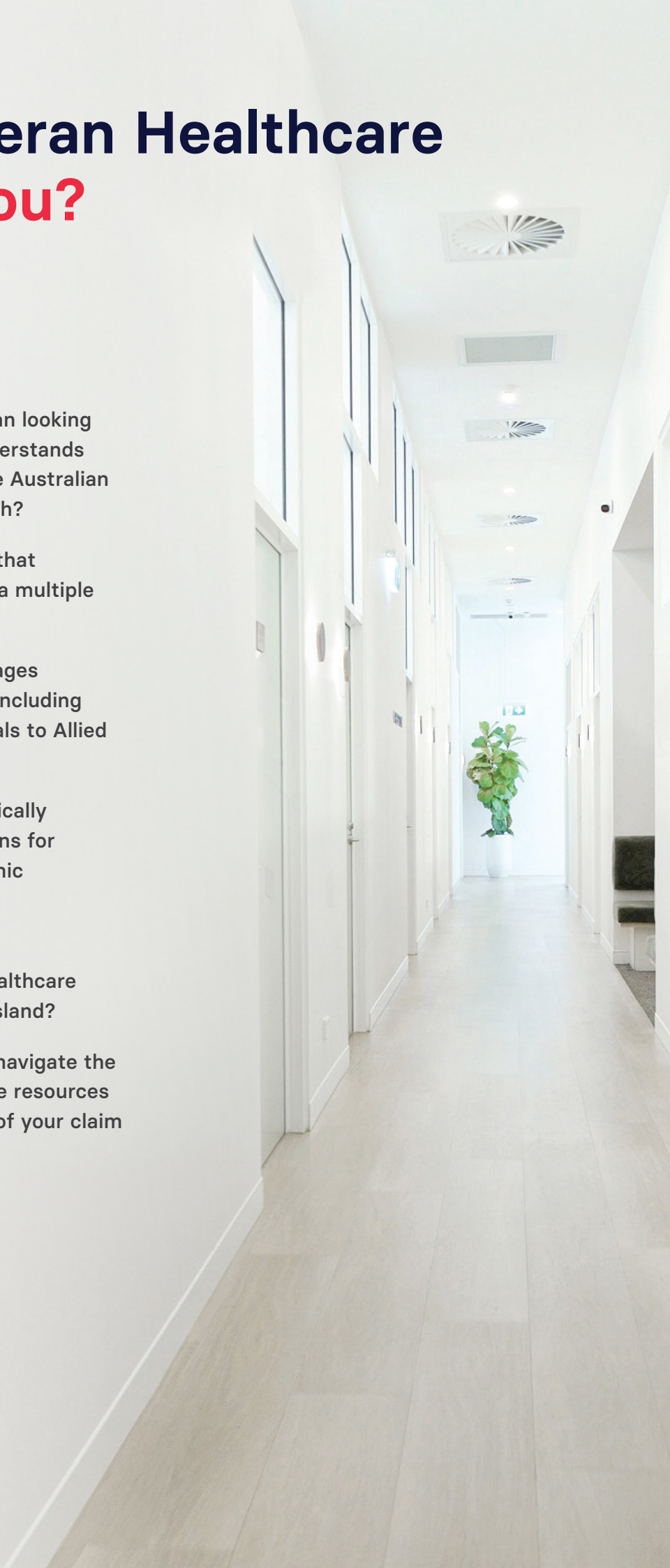

sports&spinal™


hiya
.health
therapy.rehab.exercise


Air Liquide
HEALTHCARE

Is Total Veteran Healthcare Right For You?

- ✓ Are you an Australian Veteran looking for healthcare that fully understands the impact of a career in the Australian Defence Force on your health?
- ✓ Are you seeking healthcare that treats multiple conditions via multiple clinicians?
- ✓ Do you want a GP who manages your whole treatment plan, including coordinating multiple referrals to Allied and Specialist clinicians?
- ✓ Do you want innovative, clinically appropriate escalation options for treatment-resistant or chronic conditions?
- ✓ Are you looking for a truly multidisciplinary Veteran healthcare centre in South East Queensland?
- ✓ Are you seeking support to navigate the DVA landscape, including the resources available to you, regardless of your claim status?





"TVH is the best in the business for supporting veterans health needs. Empathetic, knowledgeable and rapid responses underpin their full array medical clinicians. I'm in Victoria, they are in Queensland, and nothing gets missed through the telehealth processes."

David

"I spoke with Dr Innes Campbell who was pleasant, a good listener, very knowledgeable with DVA. Will continue my medical journey with this Dr and this facility. Great free parking, and coffee shop."

Mandy

"This Medical centre is the best me and my family have ever dealt with. The staff and Doctors all do an incredible job."

Candida

"Great team of doctors and nurses that look after Australian veterans."

Damien

"Dr. Naidoo is lovely. She's very genuine and easygoing. She's kind, caring, attentive, and efficient. She makes the effort to get to know you, and she takes the time to meet your needs effectively."

Rachel



**TOTAL
VETERAN
HEALTHCARE**



Learn more, or onboard today.
www.totalveteranhealthcare.com

