Integria

Our policies



Eagle Clinical Product Terms

Eagle® Clinical is a practitioner-only range of nutritional supplements. All Eagle Clinical products are designated practitioner-only and must be prescribed and/or dispensed by a Qualified Healthcare Professional in Australia and New Zealand. To hold a valid account for the supply of Eagle Clinical range of practitioner only products, you or your registered practice must comply with the following:

Qualification

- You or your practice must have 1 or more Qualified Healthcare Practitioners equivalent to a full-time position. The account may be opened under a business or trading name; however, the account must have a Qualified Healthcare Practitioner with their required government accredited association details attached to this account at all times.
- Qualified Healthcare Practitioner means a practitioner who has trained in a health science paper of a minimum Level 7 degree.
- For all student or new graduate applications from July 2023, the minimum accepted standard is a relevant Level 7 degree from an accredited college.
- Students in their final year/s (including those in their third and fourth year of study), studying to be a Qualified Healthcare Practitioner, on presenting evidence of their education status may purchase products for educational and/or personal use.
- Failure to comply with these Terms may result in immediate suspension of the account.

Display of Products Prohibited to the Public

- Products in a retail-based environment with an attached clinic room such as pharmacies or health food stores, must be inaccessible to the public, and may only be visible when they are clearly part of a designated clinic environment, separate from any retail or over-the-counter goods.
- Products may be displayed within the clinic environment but should be inaccessible to the patient. Due to limited availability of storage space, refrigerated products may be stored in an accessible retail fridge, but must be out of view to the public
- A patient consultation can only be conducted in an enclosed area where privacy must be assured. It is at the discretion of Integria to determine the adequacy of this area. The initial consultation should be face to face, via online video conferencing facilities or telehealth. An over the counter or shop floor consultation does not qualify as a consultation. At the end of a patient consultation, a script or written usage instructions is made available to the patient for each product prescribed and / or dispensed.
- Products can only be dispensed after a consultation from a qualified Practitioner and the sighting of a valid script to show that a consultation has been correctly conducted by a qualified healthcare practitioner. No one must dispense a script that has expired, is not dated and / or neglects to offer any instructions on how to use the products. If there is any doubt to the validity of the script, then no products should be dispensed. Only the number of repeats indicated on a valid script is to be filled. If the patient requests additional repeats when not specified on a script, then they should be referred to their Prescribing Practitioner for advice and no products dispensed.