

## General Information

This Practice has been established in Warrawong for 50 years. We are committed to providing the highest quality medical care to our patients by providing comprehensive general medical care to all individuals and families in the community. There is access to 24 hour medical care.

The Practice is accredited, actively involved in the activities of the Primary Health Network (PHN), and all doctors are involved in continuing medical education through the Royal Australian College of General Practitioners (RACGP).

We pride ourselves on being a 'family medical practice' and indeed in many instances we have three generations of families attending.

## Appointments

- Generally patients are seen by appointment and we try to accommodate all short notice appointments.
- Urgent cases will always be seen at short notice, if necessary without appointment.
- The doctors aim to run to time, however there will be times when due to unforeseen circumstances and emergencies, your doctor may run late. We apologise for this as we appreciate your time is important.
- Should you require a longer appointment please discuss this with the reception staff when making your appointment.
- We appreciate you contacting us if you need to cancel your appointment.
- Interpreter services and AUSLAN services can be arranged.
- Our practice has access for patients with disabilities and special needs.
- At the doctors discretion, telephone appointments are available. We do not do telehealth appointments.

## Accident and emergencies

- In **extreme emergencies** such as severe chest pain or breathing difficulties **phone 000** for an ambulance.
- If uncertain contact the medical centre for assistance and direction. Clearly state you have an **emergency** and give full details so that staff will inform the doctor.

## Communication with the doctor

- Most problems are best dealt with in a consultation.
- Patients are able to obtain advice or information related to their care where the doctor determines that a face-to-face consultation is necessary via telephone.
- Our telephones are answered by trained staff.

- Please give staff as much information as possible so that the most appropriate assistance is given to you.
  - Electronic communication (emails, fax) are not a preferred option and is not encouraged.
  - Please advise of any change in address or personal details to assist in keeping our records up-to-date.

## Arriving and leaving the medical centre

- On arrival to the medical centre please register with our reception staff.
- Following your consultation with the doctor, nurse or allied health please see the reception staff before you leave so your account can be settled.

## Home visits

Home visits are available to our regular patients on a needs basis and is at the discretion of the doctor.

## Medical certificates

Medical certificates are legal documents and you will need to consult with your doctor to discuss your needs.

## Prescriptions

- We are committed to your care and it is usual for patients to make appointments to be seen by the doctor for review of medical conditions and prescription renewals.
- Please discuss with your doctor if you have any questions or special needs.

## Referral to specialists

- Referrals are legal documents that allows you to claim benefits from Medicare.
- Prior to being referred to a specialist it is necessary to see your doctor who will assess your medical care needs and discuss with you the most suitable referral based on your medical history and presentation. There are potential out-of-pocket costs for referred services.
- Please discuss with your doctor any questions you may have about referrals.

## Test results and general enquiries

- Due to busy phone lines we prefer general enquiries to be made between 10 am and 4 pm Monday to Friday.
- Your doctor will normally require you to attend an appointment for test results and follow up.
- In some circumstances the doctor will advise you that it is appropriate for you to call the medical centre for results of investigations. Check with your doctor.

## Ongoing care and privacy

All patient's consultations and medical records are kept strictly confidential. Responsibility for ones' own health is important and we aim to educate and assist patients understand and manage their health issues. However, at times reminders can be helpful so please check with your doctor about our reminder system for PAP smears, immunisations and chronic disease management. If you do not wish to be included in our Recall and Reminder System please advise the reception staff or your doctor. This practice complies with The Health Records & Information Privacy Act (HRIP) 2002.

A copy of our privacy policy is available on request from reception.

## Engaging with Other Services

In order to provide optimal care to our patients, our practice communicates with other medical services including: diagnostic services, hospitals, specialist consultants, primary healthcare nurses, allied health services, pharmacists, disability & community services, health promotion and public health services and programs.

## Suggestions and complaints

- The Practice constantly strives to give you the best possible care and attention. If you have any suggestions please use our "suggestions box" or you are unhappy about any aspect of our service, please talk to the Practice Manager or the doctor. We take your concerns seriously.
- For unresolved complaints you may contact Health Care Complaints Commission, Locked Bag 18, Strawberry Hills NSW 2012  
Ph: (02) 9219 7444 Freecall: 1800 043 159.

## Payment/fees

- From 1 February 2023 we will be moving to Mixed Billings. We will continue to bulk bill patients that have a current health care card, pension card, <16 years of age.
- Consultation fees are payable on the day. \$85 for a standard consultation of <20 minutes, \$140 for a longer consultation of >20 minutes.
- We bulk bill a variety of Australian Government Health Initiatives that includes Indigenous (Closing the Gap), health assessments, care plans, chronic disease management and referrals to allied health.