

INFORMATION SHEET

*** Our aim is to provide a quality and comprehensive GP Service to members of our community. We recognise the importance of ensuring that our patients are fully informed and involved in their health care.

*** Australian Commission on Safety and Quality in Health Care has useful information regarding visiting a doctor, go to www.safetyandquality.gov.au/toptips

*** We are bound by the Australian Privacy Principles. These Principles set the standard for the way we handle personal information collected from our patients.

***As every patient is aware, it is necessary for us to maintain files pertaining to your health. Anything you tell your Doctor and also anything that they may learn by examining you and your test results is confidential. No information will be given to other parties without your permission. The only exception to this is if the Courts subpoena your records.

Our staff members are bound by strict confidentiality requirements as a condition of their employment.

We are grateful for any suggestions that may improve the service we provide to our patients. If you are unhappy with any aspect of our service, we would prefer that you let us know, either by telling your Doctor or the Practice Manager.

Should you at any time, have a complaint in relation to the policies of this practice, they should be made in writing, addressed to Dr Hall, marked "Private and Confidential", and it will be attended to as soon as possible.

If you feel that there is a problem that you need to take up outside the practice you may access:

The Health Care Complaints Commission
Locked Bag 18
STRAWBERRY HILLS NSW 2012

Merewether Family Practice is a

SMOKE FREE

Environment



2/33 Llewellyn Street, MEREWETHER 2291 – (02) 4963 3921

HOURS – 9.00am – 5.00pm Monday to Friday

AFTER HOURS – GP Access After Hours 1300 130 147

Health Direct – 1800 022 222

Medical Emergencies call 000

Medical Staff	Dr Pedita Hall	M.B.,B.S. FRACGP GradCertSpMed
	Dr Anand Kumar	M.B.,B.S.
	Dr Mark Forbes	M.B.,B.S FRACGP GradCertMedAcup JD
	Dr Tonia Bultitude	M.B.,B.S. FRACGP

Services - As well as routine consultations, services include:

Family planning	Cervical screening
Pregnancy care	Childhood immunisation
Travel checks	Health worker immunisation checks
Workers Compensation	Driving Medicals
ECGs	
Minor surgery	Wound care
Skin cancer checks	Wart removal
Weight management	Acupuncture
Minor fractures	Sports medicine
Mental health care	

Government subsidized health checks including – Over 75s; 45-49 year olds; Aboriginal and Torres Strait Islander peoples; Healthy Heart Checks; Diabetic risk assessments

Chronic Disease Management including GP management planning and enhanced primary care allowing access to subsidised allied health services.

Appointments: Appointments can be made through HotDoc online booking or by phoning 02 4963 3921. Reminders are sent via text message the day before your appointment. You can cancel appointments by replying to the text or calling the surgery.

If necessary, we're happy to see more than one family member. **Please book an appointment for each person.**

When possible, patients will be given an appointment with the Doctor of their choice.

Urgent Appointments: If the Doctor is fully booked but you feel that you need an appointment on the day please say and we will endeavour to accommodate you. Staff may direct you to emergency services, our nurse for advice or provide an appointment with the Doctor on duty at that time. On the day appointments are reserved for this purpose.

Long Consultations: are available upon request. If you have several problems, or a complex problem, you may need a long consultation. Medical checks, Initial Workers Compensation or Third Party matters sometimes need a longer consultation. This helps the Doctors appointments run to schedule.

Home Visits: We offer a house call service for patients who normally attend this surgery but due to acute illness, are unable to do so. If acute patients can visit the surgery it will enable them to be seen sooner and give them access to the facilities that a clinic can provide. Non-ambulant patients with a chronic illness can be seen on a regular basis in their home after consultation with the Doctor involved. These visits will be fitted into the Doctor's schedule usually before or after sessions during 'lunch-break' or on weekends.

After Hours Care: Routine appointments are confined to weekdays. For medical care after hours Merewether Family Practice is affiliated with GP Access After Hours. This service includes a telephone advice line to help patients with medical problems after hours and provides care for all patients who are unwell or injured and for whom care is necessary prior to the next working day.

Phone: **GP ACCESS AFTER HOURS on 1300 130 147**

Access to Surgery: There is a small car park at the front of the building with plenty of on street parking. Assistance from the staff can be provided. There is a disability care park opposite the Post Office on Llewellyn Street.

Preventative Medicine: Please keep in mind that prevention is better than cure when it comes to health. Please consider Blood Pressure, Diabetes, Cholesterol, cervical screening, Breast Screening, Skin Cancer, Bowel Screening, Eye Testing, Prostate Check, Rubella Immunity, Weight Loss, etc. Please discuss any concerns you may have regarding your family history of various diseases with your Doctor.

Immunisations: Childhood immunisations are provided by both the Doctors and our Immunisation accredited nurses.

Flu vaccine commences March/April every year, patients over 65 years, children between 6 months and 5 years, and patients with chronic conditions e.g. Diabetes, Cardiac Disease, Pregnancy, Respiratory Disease, receive the vaccine free, otherwise, ask your Doctor about a prescription. Pneumococcal Vaccine may also be recommended for this age group.

Travel Information: Wherever you plan to travel to, pre-travel preparation is essential for protecting your health while you're away. You'll find some vaccines are compulsory for certain countries and you will have trouble crossing borders without the correct documentation. Other vaccines are highly recommended for your own health and safety. Please feel free to discuss any travel inquiries with your Doctor.

Pathology and X-ray Services: When these are required the Doctor will generally indicate the procedure for obtaining the results which may either be by attending the surgery again or by telephoning. It is the patient's responsibility to contact the surgery to obtain these results.

Phone Calls: At times it may be necessary for you to contact the Doctor by phone, with Telehealth appointments available for this purpose. The Doctors are always happy to speak to patients if they have problems but it may not always be convenient. The staff will advise you of the best approach on the day for you to speak to the Doctor. It may be necessary for the Doctor to phone you back when they have a break between patients or at the end of the surgery session.

Reminder System: Our practice is committed to preventive care. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let your Doctor know.

Fees:

	Fee	Pensioners	Medicare Rebate
Standard Consultation	\$95.00	\$75.00	\$42.85
Long Consultation	\$150.00	\$120.00	\$82.90

The AMA fee structure forms part of our policy and the most common items are displayed in the reception area of the surgery. Other fees are available from the reception staff upon request. Fees are payable at the time of consultation by cash, cheque, credit card or EFTPOS. If you are having difficulty paying the fees, please discuss this with your Doctor.