

PRACTICE INFORMATION SHEET

The philosophy of this practice is to provide comprehensive and thoughtful medical care to families. We work hard to keep up-to-date with the latest medical innovations and to bring you efficient personal service. Teamwork is highly valued and encouraged within the practice to promote a harmonious and productive environment. We hold great importance in ethical and responsible behaviour as essential to maintain the trust and loyalty of our patients and staff.

To comply with current government regulations, smoking is not permitted within the building or within 4 metres of the building entry.

SURGERY HOURS

Monday, Tuesday, Thursday: 8:30am – 5:30pm
Wednesday: 8:30am – 7:00pm
Friday: 9:00am – 5:00pm

PRACTICE DOCTORS

Dr Sarah Beasley
MBBS. Dip Child Health
Dr Melissa Davis
MBBS.
Dr Nasrin Haque
MBBS

ADMINISTRATION STAFF

Suvina Dawes: Asst. Practice Manager
Jessica Mason: Receptionist
Jaide Fisher: Receptionist

NURSING STAFF

Cheryl: Registered Nurse

ALLIED HEALTH

Physiotherapy:

Hills Physio (Tuesday Fortnightly)

Dietician

Veronica Davison (Monday Monthly)

AFTER HOURS SERVICES

Hawkesbury Hospital on Day Street, Windsor – 4560 5555

GP after Hours Clinic at Hawkesbury Hospital – 4560 5780: Weekdays 6pm – 10pm and Weekends 2pm – 10pm.

Home Doctor Services on 137 425

After hours GP helpline on 1800 022 222.

For further information go to <http://www.healthdirect.org.au/service/after-hours-gp-helpline>

SERVICES AVAILABLE

Dietician, Psychologist, Physiotherapy, Women's Health, Children's Health, Preventative Health, Procedures, Work Cover, Immunisations, Health Assessments, Travel Vaccine Advice and Indigenous Health.

BILLING

All Medicare Eligible patients and Bulk-Billed

Overseas patients without Medicare - \$60.00 consultation fee

RMS Forms – NSW Fitness to Drive (*Bulk Billed*) NSW Public Passenger (*\$130 fee*)

APPOINTMENTS

Appointments take priority. If you require a long consultation, please advise reception when booking the appointment. Childhood Immunisation Clinic runs on Monday, Tuesday and Thursday. Appointments are necessary.

Appointments can be made online using Health Engine.

Regular patients of our practice are able to obtain visits in their home, residential aged care facility, residential care facility or hospital, both within and outside normal opening hours where such visits are deemed and reasonable at the doctor's discretion.

PARKING AND TRANSPORT

Parking is available along Eldon Street as well as in the Pitt Town Shopping Village parking lot. Please note, time limits apply in all parking areas.

RECALL AND REMINDER SYSTEM

Our practice is committed to preventative care. Patients are recalled to the practice for many reasons, i.e. abnormal test results etc. **It is important that your personal information is kept up to date** with an emergency contact. Please inform our reception staff of any changes.

Some appointments may require a courtesy reminder phone call for attendance. Again, please call 02 4572 3377 if you are unable to attend.

To receive your test results, please make an appointment or walk-in to see your doctor. To receive test results over the phone, speak to your doctor before taking the test.

TEST RESULTS AND REFERRALS

Test results can be obtained in a booked consultation. Referrals to specialists must be made during a consultation and will not be provided from a phone request. In unavoidable circumstances, Doctors' may provide repeat referrals and/or scripts, however this is done at the Doctors' discretion.

COMMUNICATION POLICY

Doctors in the Medical Centre may be contacted during normal operating hours. If the doctor is with a Patient, the reception staff will take a detailed message and forward this onto the doctor as soon as possible. If the call is regarding a medical condition, it may be more appropriate to make an appointment to see a doctor.

In an emergency, your call will always be put through to either the doctor or nurse.

INTERPRETER SERVICES

To help our GP's ensure they fully understand the nature of the patients' problem and patient' fully understand the outcome of the consultation, we use an interpreter service where necessary:

Translating and Interpreting Service (TIS) 1300 131 450 (free)

Australian Sign Language (AUSLAN) 1800 246 945 (free)

Reception can phone the TIS phone line for any patients' needing assistance in their consultation. AUSLAN will need to be booked in prior to the consultation.

CONFIDENTIALITY

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the strict National Privacy Principles available at: at www.privacy.gov.au/health/index.html

YOUR RIGHTS

If you have a concern, we would like to hear about it. Please feel free to talk to your Doctor, or Receptionist or you may prefer to write to us. We take your concerns, suggestions and complaints seriously.

CONTACT US

Website:

www.advancemedicalpractice.com.au

Practice Manager Email;

pmpitttown@advancemedicalpractice.com.au

Receptionist Email;

receptionpitttown@advancemedicalpractice.com.au

Nurse Email;

nursepitttown@advancemedicalpractice.com.au

HEALTH COMPLAINTS

We take your concerns, suggestions and complaints seriously. However, if you wish to take a matter further please contact: Health Care Complaints Commission

Locked Mail Bag 18
STRAWBERRY HILLS NSW 2012

Ph.: 1800 043 159