

MANAGEMENT OF YOUR HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of this practice to maintain security of your personal health information at all times. Our practice utilises standard compliant secure messaging systems that have the capability to both securely receive and transmit clinical messages, to and from other health care providers. Patients of our practice have the right to access their personal health information under the privacy amendment act 2000, private sector. Patients may request in writing for their health records to be transferred to a GP outside of our practice. We provide a Health Summary at no charge, however if you require your full medical record a fee will be incurred.

FEEDBACK

If you have a suggestion, we would like to hear about it. Please feel free to speak to your doctor or our Practice Manager. A suggestion box is available for written comments. If you feel there is a problem you wish to take outside of the practice, you may prefer to contact the NSW Healthcare Complaints Commission Government Centre.

Health Care Complaints Commission
Locked Mail Bag 18, Strawberry Hills NSW 2012
Phone: (02) 9219 7444

OUR SERVICES INCLUDE:

- Chronic Disease Management & Care Plans
- Flu Vaccination Clinic
- Childhood Immunisation
- Women's Health & Men's Health
- Family Planning
- Antenatal Shared Care
- Wound Management
- Minor Procedures
- Skin Cancer Checks
- Home Visits in local area
- Onsite Pathology
- Aged Care Support
- Weight Management
- Drivers' Licence Medicals
- Workers' Compensation
- Overseas Travel Advice
- Pre-employment Medicals
- ECG
- INR
- Lung Function Test
- Health Assessments
- Ear syringing
- Translating And Interpreting Service (TIS National)

CONTACT US

Saratoga Medical
Shop 1/10 Village Road
Saratoga NSW 2251

Phone 4363 1066

Fax 4363 1077

www.saratogamedicalcentre.com.au



saratoga
medical



DOCTORS

- Dr Jaimie Rees
- Dr Cherie Castaing

NURSES

- RN Amanda

ALLIED HEALTH

- Wolf Messthaler (Chiropractor)
- Pauline Brown (Psychologist)
- Maryanne McHugh (Podiatrist)
- Nicole Saliba (EatSense - Dietitian)
- Chris archer (exercise physiologist, Diabetes educator)
- Amber Koen (physiotherapist)

OUR RECEPTION

- Tracey
- Pauline
- Trish

PATHOLOGY ON SITE

Lavery around the corner is open Monday to Friday from 8:00am -12:00pm

OUR PRACTICE MANAGER

- Claudine Restom

OUR PRACTICE HOURS

MONDAY - FRIDAY

8:00am – 5:30pm

Phone 4363 1066 **Fax** 4363 1077

For afterhours contact:

Bridges GP Service: Ph. 4367 9699

GP after Hours Helpline 1800 022 222

Emergency 000

Disabled Access is available from carpark.

OUR POLICY ON PRESCRIPTIONS AND REFERRALS

An appointment is required with your doctor for all prescriptions and referrals.

OUR PRACTICE APPOINTMENTS

An appointment system is kept to minimise your waiting time. Every effort will be made to accommodate your preferred time and doctor. Emergencies are given priority and our receptionists will attempt to contact you if there is any unforeseen delays. Please ask our receptionists if you require a longer consultation. If your family member requires an interpreter, please let us know when you make an appointment.

PRACTICE FEES

Our practice is a mixed billing practice. Patients with DVA, Pension and Health Care Cards and children under the age of 16 years will be **bulk billed**. Patients without concession cards will be billed a private fee with a claimable rebate from Medicare. Fees are payable at the time of consultation, by cash, cheque, EFTPOS, MasterCard or by Visa. We can send your payment online to Medicare for your electronic refund.

NB: Some of the Doctors are private billing only, please enquire with our friendly receptionists.

For patients using Allied Health services, we have a HICAPS terminal available for selected private health funds.

PATIENT DETAILS

Please present identification on every doctor's visit, i.e. Medicare card, photo ID, current concession card. It is vital for patient safety and to ensure patient confidentiality.

APPOINTMENT CANCELLATION

Please allow 24 hours' notice if you need to cancel an appointment so that we can accommodate other patients.

OUR POLICY ON RECEIVING TEST RESULTS

Your doctor will advise you when to expect your test results. Please make a follow up appointment with your doctor to receive your results.

HOME VISITS

Home visits are available to our regular patients whose condition prevents them from attending the surgery.

TELEPHONE ACCESS

Doctors in our practice can be contacted during normal business hours. Please leave a message with our reception staff who will relay it to your doctor.

REMINDER AND RECALLS

Our practice is committed to preventative care. We may remind you of preventive health care and clinics from time to time. If you do not wish to be part of our reminder system please advised your doctor and our practice nurse.

As part of our commitment to your care, enrolment in national, state or territory reminder systems is available. Please enquire at reception for details, or discuss with your GP.