

## Practice Information Sheet

Our mission is to provide the highest standard of patient care using a holistic approach toward the diagnosis and management of illness. We are committed to promoting overall wellbeing and disease prevention to all patients within a friendly caring environment. We do not discriminate in the provision of excellent care and aim to treat all patients with dignity and respect. Our GPs and allied health professionals are highly trained and experienced. We are conveniently located in The Piazza next door to Waterfront Pharmacy, opposite to Wentworth Point Specialist Clinic, Waterfront Physiotherapy & Pilates, and Royal Crown Family Dental. We are committed to long-term servicing of patients from local and surrounding areas.

### Practice services

In addition to general medical consultations, our practice offers the following services:

<i>Blood tests (Lavery Pathology)</i>	<i>Diabetic care</i>	<i>Dietetic services</i>
<i>Children's health checks</i>	<i>Stop smoking assistance</i>	<i>Chiropractic services</i>
<i>Child immunisations</i>	<i>Skin cancer checks</i>	<i>Acupuncture</i>
<i>Travel vaccinations</i>	<i>Work cover</i>	<i>Ayurvedic (Indian) Medicine</i>
<i>Medical check-ups</i>	<i>Compulsory Third Party</i>	<b>Procedures &amp; Minor Surgery</b>
<i>Health assessments</i>	<b>Women's Health</b>	<i>Venesections</i>
<i>GP Management plans</i>	<i>Antenatal care</i>	<i>Removal of skin cancers/lesions</i>
<i>GP Mental Health plans</i>	<i>Pap smears</i>	<i>Cryotherapy</i>
<i>Preventative Health checks</i>	<i>Pregnancy tests</i>	<i>Suturing of wounds &amp; cuts</i>
<i>Translating &amp; Interpreting Services</i>	<b>Allied Health Services</b>	<i>IMPLANON implants insertion &amp; removal &amp; IUD removal</i>
	<i>Physiotherapy</i>	
<i>Men's health</i>	<i>Psychological counselling</i>	<i>Iron infusions</i>
<i>Geriatric care</i>	<i>Podiatry</i>	<i>Joint injections</i>

### Practice hours

Mon, Thur, Fri	9 am - 7 pm
Tue, Wed	9 am - 8 pm
Saturday	9 am - 2 pm
Sunday	Closed
After hours	National Home Doctor's Service 13SICK or 02 9767 5000 (Concord Hospital) Hospital Rd, Concord, 2139
Home visits	Appointments can be made for acute medical conditions or immobility (at the discretion of the doctor). For afterhours call National Home Doctor's Service on 13SICK

### Practice consultation fees

Waterfront Medical Centre is a Family Practice offering Bulk Billing services.

<b>Consultations</b> (An up-to-date copy of our schedule of fees is located at reception)	<b>Private</b>
Standard Consultation (less than 20 mins)	\$65
Long Consultation (At least 20 mins and less than 40 mins)	\$105
Prolonged Consultation (At least 40 mins)	\$150

## Appointments

Our patient scheduling system is flexible enough to accommodate patients with urgent, non-urgent, complex and planned chronic care, and preventative needs. Our practice will accept both scheduled appointments and walk-in patients. We advise our patients in the case of any emergencies that might delay their appointment. Patients can request their preferred doctor and staff will endeavour to ensure that patients generally see the same doctor. Standard appointments run for 10 minutes. If patients require longer consultations, they are encouraged to inform the reception when booking so that sufficient time is allocated. Our practice offers home visits for acute medical conditions or immobility (at the doctor's discretion).

## Recall and Reminder System

Patients are advised whether the practice will notify them of the results or required follow up, or whether it is their own responsibility to seek the results of their tests. Patients requiring follow up appointments regarding their results, reports or clinical correspondence are contacted via telephone by reception staff. If there is no answer, repeated attempts (at least 3) are made on different occasions. If still no contact is made a letter is sent by mail. All attempts are documented in the patient's medical record. Patients can elect to opt out of reminder recalls for non-urgent preventive health, as long as they have made an informed decision. This decision to be excluded from reminder recalls will be recorded in the patient file.

## Communication Policy

Our practice uses both telephone and email communication. Telephone calls received from doctors, specialists, pharmacists, health care professionals or urgent patient calls are transferred through to the doctor. Non-urgent patient messages will be given to the doctor at a suitable time. In the absence of the intended recipient, the message will be given to the designated doctor caring for that absent team member's patients. If the practice cannot arrange for a timely response to the message, the caller is informed or patients are advised of afterhours service.

## Feedback and Complaints

Patients are encouraged to provide feedback through a suggestion box available at the reception. Patients feedback and complaints will be considered and handled according to our complaints handling procedure. If a matter relating to privacy of information cannot be resolved, patients are advised to contact the National Privacy Commissioner on 1300 363 992 or Health Care Complaints Commission on 1800 043 159. The Australian Health practitioner regulation agency (AHPRA) may be contacted about the conduct, health or performance of a practitioner or the health of a student.

## Privacy Policy

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. Your **Personal Health Information and your Medical Record** may be collected, used and disclosed for communicating relevant information with other health professionals, for follow up notices, for National/State or Territory registers, for State/Territory reminder systems, account/Medicare/Health Insurance Procedures, Quality Assurance and research purposes (de-identified), for disease notification as required by law, for use by the practice team when consulting with you, and for legal related disclosures as required by a court of law.

Our practice has systems in place to protect the privacy, security, quality and integrity of the data. Our practice computers and servers comply with the RACGP computer security checklist. No patient information is to be released to a third party unless the request is made in writing and provides evidence of a signed authority to release the requested information, to either the patient directly or a third party.

If you have any concerns or wish to restrict access to your personal health information please discuss these with your doctor or the receptionist. This practice adheres to principles of the RACGP Handbook for the Management of Health Information in Private Medical Practice and has a written policy, which is available to all patients for inspection.