

## COMMUNICATION POLICY

It is not practicable for Doctors to take phone calls during consulting hours; however, a message can be left with our reception staff. Please advise if there is any urgency to the call. Often our Practice nurse will be able to help with your enquiry so please feel free to ask to speak to them.

## PROCESS FOR FOLLOW UP OF RESULTS OR TESTS

If any tests including x-rays are ordered, it is our policy for you to discuss these results with your Doctor at a subsequent appointment, which can be made at the time of your initial consultation. Our reception staff will not interpret or deliver results over the phone as they are not qualified to do this. Doctors who order tests (or another doctor delegated to do this, should your doctor be on leave) will receive results electronically, and will review them prior to seeing you again.

## HEALTH INFORMATION MANAGEMENT

Western Hospital GP Clinic has a strict confidentiality policy. Your medical record is a confidential document and only accessible by practice clinical staff. Should a third party request such access, authorisation must be given by the patient for the transfer of such information. To transfer your records from another Practitioner to our practice, we request that you fill out a "Transfer of Records" form and we can facilitate that request for you. If you require your full records transferred, this will incur a standard fee.

## FREQUENTLY ASKED QUESTIONS

### Can the Doctor provide a script for me over the phone?

In some circumstances scripts may be issued by your regular GP over the phone. Please note this may incur a fee. Please speak to our receptionist for further information.

### Do you have emergency appointments?

Yes, we provide daily reserved appointments for emergencies and the practice will do its utmost to facilitate such appointments if the need arises.

### Can we bring our children to have their immunisations?

Absolutely, our Practice Nurse in conjunction with our Practice Doctors will also follow up future immunisations via a recall system to keep your child's immunisations up to date. Please remember your blue book at each visit.

### Do I need to make an appointment or can I just walk in?

Yes, we require you to make an appointment to see our Doctors.

## FEEDBACK/MAKING A COMPLAINT

The practice encourages and promotes feedback as we believe it drives improvement. Feedback forms are available from reception.

Under the Health and Community Services Complaints Act 2004 people with complaints should try to resolve them directly with the health service provider.

Complaints can be emailed directly to the practice manager at [practicemanager@westernhospitalgp.com.au](mailto:practicemanager@westernhospitalgp.com.au)

If a satisfactory outcome is not achieved, then the complaint can go directly to the Health Services Commissioner for action. \*The Health and Community Services Complaints Commission (HCSCC) on 1800 232 007 or visit their website [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au). Under national and state privacy laws: Commonwealth Privacy Act – Privacy Amendment (Private Sector) Act 2014, this practice must provide and adhere to a complaints process for privacy issues and those related to the National Privacy Principles (NPPs)/Health Privacy Principles (HPPs).



# WESTERN GP Clinic

 a GPSS practice

# Practice Information Pamphlet

168 Cudmore Terrace, Henley Beach SA 5022

T | 8159 1266 F | 8353 1955

Email: [reception@westernhospitalgp.com.au](mailto:reception@westernhospitalgp.com.au)

## WELCOME TO WESTERN HOSPITAL GP CLINIC

On behalf of our medical, nursing and administrative staff we are pleased to welcome you to our practice. This leaflet is designed to answer any questions you may have about our fully accredited practice and the care and services we provide. We are dedicated to providing exceptional service to you and if you have any queries please feel free to contact us on 8159 1266.

### OUR PRACTITIONERS

**Dr. Dr Chiaw (Malcolm) Lee**, M.B.B.S., F.R.A.C.G.P, General Practitioner

**Dr. John Campbell**, MBCh.B D.R.C.O.G. F.R.A.C.G.P. General Practitioner,  
Family Medicine and Child Health.

**Dr. Jayne Newton-Davie**, M.B.B.S, General Practitioner.

**Dr. Louisa Storer**, M.B.B.S., F.R.A.C.G.P, General Practitioner, Shared Obstetric Care.

**Dr. Mai Nguyen** F.R.A.C.G.P, M.B.B.S, B.S.c General Practitioner

**Dr. Syed Muhammad Ahad Ali** F.R.A.C.G.P, M.B.B.S, DIP PAEDS (RCPI), DIP PALL MED  
Clinical (RACP), Scope Certification Obesity Medicine, General Practitioner

**Dr. Kamal Musa** M.B.B.S., M.R.C.G.P. (INT), F.R.A.C.G.P. General Practitioner

**Dr. Shaymaa Al-Saffar** M.B.B.S., F.R.A.C.G.P. General Practitioner

**Dr. Andries De Villiers** M.B.B.S., F.R.A.C.G.P. General Practitioner

Experienced practice nurses are employed to assist our doctors and can offer a range of services including immunisations and support for chronic disease management. Being co-located with Western Hospital, we are able to offer our patients a "one stop shop" for all your needs including: Benson Radiology, Clinpath, Physiotherapy, Orthopaedic Care within 24 hours and Pharmacy. Free car parking is available with wheelchair access.

### MAKING AN APPOINTMENT & OUT OF HOURS CARE.

Online bookings can be made for most of our General Practitioners through the AMS Connect website/phone application.

Alternatively, please contact our receptionist by phone between 7:30am and 5:30pm. Appointments are usually booked at 15-minute intervals. If you require a longer appointment, please advise reception staff so that a suitable time can be arranged.

Our doctors are committed to the practice and insist on reserving emergency appointments for our patients who need urgent treatment. If you consider your problem to be an emergency, please let our receptionist know. If you need immediate medical attention you should call 000 for ambulance attendance.

We would also request that should you be unable to attend an arranged appointment, that you contact our receptionist to rebook another time, this will assist us in meeting demand for appointments. **Failure to notify/attend may result in a fee being charged.** There may be times when you need to see a doctor out of normal consulting hours. Our practice provides an after hour locum service through National Home Doctor Service on 13 7425.

**If this is for an emergency requiring urgent medical attention you should call 000 for ambulance attendance immediately.**

## SCHEDULE OF FEES as of July 2024

	Pension/ Concession	Age 12-16	Age 16+	Under 12	Medicare Rebate
<b>Short Consult</b>	\$40	\$40	\$55	Bulk Billed*	\$20.05
<b>Standard Consult</b>	\$75	\$75	\$98		\$43.90
<b>Long Consult</b>	\$128	\$128	\$155		\$84.90
<b>Extended Consult</b>	\$196	\$196	\$226		\$125.10
\$10 gap payment applies for Wound Dressing appointments with a nurse. \$10 gap payment applies for INR test appointments with a nurse.					
*Excludes weekends and public holidays.					

This practice is a fee-paying practice and it is not policy to bulk bill consultations.

**\*The gap is discounted for pensioners, healthcare card holders and children aged 12-16. DVA gold card holders will be bulk billed.** Fees will apply for extra services i.e.: sutures, removal of lesions, contraceptive devices. Your Medicare rebate can be deposited back in to a debit account at the time of your consultation or transmitted to your nominated bank account held by Medicare. **FULL PAYMENT IS REQUIRED AT TIME OF CONSULTATION**

**REPEAT PRESCRIPTIONS, REFERRALS AND SICK CERTIFICATES** Appointments need to be made for all of these services. It is good medical practice to only provide prescriptions including repeat prescriptions, during a consultation. Most regular medications are able to be prescribed for up to 6 months. Issuing of medical sickness certificates requires a consultation. Referrals to Specialists are valid for a year and any repeat referrals require a re-assessment of the need for ongoing specialist care. If you have questions about any of these requirements, please discuss this with your doctor.

**AFTER HOURS CARE:** An after-hours Doctor Service is available. The Home Doctor Service can be contacted on 13 7425 after 6pm on weeknights, all day Saturday and Sunday and public holidays.

**INTERPRETER AND TRANSLATOR SERVICE:** Should you require an interpreter or translator for your consultation a telephone service can be arranged. Please discuss your needs with our reception staff when you make your appointment

**AMBULANCE COVER:** We strongly recommend that all patients have SA Ambulance cover, as the cost of any ambulance transport from our Surgery to another healthcare facility is borne by the patient. Ask our receptionists for forms if you need them. Alternatively you can contact SA Ambulance on 1300 13 62 72 or visit the website: [www.saambulance.com.au/ProductsServices/AmbulanceCover.aspx](http://www.saambulance.com.au/ProductsServices/AmbulanceCover.aspx)

### PRIVACY AND CONFIDENTIALITY POLICY

As a legislative requirement, our practice recognises and upholds your right to have your personal and health information managed safely, securely and confidentially.

A separate Privacy Information leaflet is available from reception. You will be asked to sign a privacy consent form which indicates that you are aware of and give consent for us to manage your personal and health information as per our Practice policy and the National Privacy Act. Please read the information carefully before signing the form.