

SPECIAL PRACTICE NOTES

TEST RESULTS.

Most test results are received electronically & viewed by your doctor at regular intervals throughout the day. Ultimately it is your responsibility to contact us to obtain your results. However, your doctor will at times ask our reception staff to contact patients who require an appointment to discuss their result.

TELEPHONE CALLS.

Non telephone consultation calls to your doctor to interrupt consultations and cause delays. If a patient is wanting some advice, you are always welcome to phone to speak to our practice nurse. If your doctor or nurse is not available at the time of your call, your call will be returned as soon as practically possible. Our nurse liaises with your doctor for all enquiries.

REMINDER SYSTEM.

Because our practice is committed to preventative care, we may send you a reminder regarding health services appropriate to your care. If you do not wish to be included, please let your doctor know.

EMAIL POLICY

Using email is not encouraged. Requests for copies of your medical information, tests & results are best communicated face to face or during a phone consultation. We understand there may be circumstances when you require copies of tests, results & prescriptions where email is the most efficient way to receive these items. Our practice can make allowances. We ask that you please phone the practice and admin staff can explain how we can best assist you.

RECALLS & REMINDERS

Our practice has a system in place to recall you for follow-up procedures, tests & immunisation. In the interest of your health, please respond promptly to our reminders. If you wish to be removed from our reminder system, please advise your doctor. If you do not wish to participate in the NSW & National Recall Programs, contact them directly. National Cancer Screening Register 18700 627 701, Breast screen NSW 02 9515 8686, National Bowel Cancer Screening Program 1800 188 868, Australian Childhood Immunisation Register 1800 653 809.

MANAGING PATIENT RECORDS

The provision of quality health care requires a doctor patient relationship of trust and confidentiality. Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure this information is only available to authorised members of staff.

PRIVACY POLICY

Our practice is committed to protecting the privacy, your information in accordance with the Australian Privacy Amendment Act 2022 & the NSW Health Records & Information Privacy Act 2002 and the RACGP handbook for management of health information in General practice 2016. The handbook incorporates federal and state privacy legislation and the Australian Privacy Principles, which requires your information kept private and secure. "Keeping your personal information private in our practice" brochure is available at reception.

FEEDBACK

We welcome your suggestions and any concerns. Patient feedback is important for identifying opportunities for improvement.

COMPLAINTS

Should you have a complaint, we would like to know immediately. Please advise your doctor, our practice manager or practice nurse. You may put it in writing if you prefer. If you have a complaint that is not adequately addressed, you may pursue the matter through the Health Care Complaints Commission PO Box K549 HAYMARKET NSW 1240 or by phoning 1800 043 159 email – hccc@hccc.nsw.gov.au

FACILITIES

Convenient parking
Full wheelchair access
Disabled bathroom
Baby change table