

APPOINTMENTS

We run an appointment system but always make time to 'fit in' urgent cases. You can make an appointment with your doctor by calling 4297 0037 or through our website. Urgent and life threatening medical cases will be given priority. We try very hard to minimise waiting times BUT we need your help. Appointments are normally made at 12-minute intervals. Please advise reception at the time of booking your appointment if you need to discuss more than ONE medical complaint with the doctor. If so, this will require more time. A longer appointment is needed if you require any of the following: Drivers Licence - Full Medical, Personal or Company – Full Skin Examination – Pap Smear or more than one medical complaint.

AFTER HOURS CARE

We offer our patients the security of knowing they have around the clock care. After hours care is provided by the Wollongong Radio Doctor (Ph: 4228 5522) or Shellharbour Public Hospital (Ph: 4296 6666). If you have a medical emergency please call 000.

HOME VISITS

Home visits are performed on patients of this practice only. Home visits may be obtained by phoning 4297 0037 during normal business hours.

BILLING

All patients are bulk billed at the surgery. Please bring your current Medicare card and if applicable your HCC, Pension card or Veterans Affairs card.

If you are not registered with Medicare, a minimum consultation fee of \$50.00 will be payable at the time of consultation plus any additional tests (if applicable).

Note that certain medical examinations – such as medicals, legal reports and commercial driving licences are not claimable from Medicare. Please discuss with the receptionist the cost for these medicals or if you would like further information.



REMINDERS

It is our policy to enrol all patients on our reminder system. We do this in an effort to provide better ongoing health care for you. Should you prefer to be excluded from the reminder system, please inform reception, so that an exclusion form can be signed and placed in your medical records.

PATHOLOGY AND TEST RESULTS

We do NOT discuss or give any results over the phone. Privacy policy prevents staff from discussing results over the phone. Giving the results in person is the safest medical practice, it allows further discussion of your health issues for which the tests were ordered and avoids confusion. We apologise for any inconvenience this may cause and ask for your co-operation. Reception will contact patients that require review as a recall. All contact relating to recall patients is documented in the patient file for future reference. Recall patients are *strongly* advised to attend appointments. If the review is *URGENT* the doctor will contact the patient.

TELEPHONING YOUR DOCTOR

As you can appreciate, while the doctor is consulting with a patient, he/she is unable to take a call. You will need to inform the receptionist of the nature of the enquiry and she will then speak to the doctor and take the appropriate action. Unless the situation is urgent we will request you to call back.

FACILITIES FOR PEOPLE WITH DISABILITIES

We have disabled parking and wheelchair access to all areas. Should you have any special needs, please discuss them with the receptionist.

REPEAT PRESCRIPTIONS

Most prescriptions provide sufficient medication to last until your condition needs reviewing. Repeat prescriptions are therefore **only** given during a consultation when the doctor is able to determine your need for continued medication.

Note: This surgery does not provide prescriptions for drugs of dependence under any circumstances.

WORKCOVER

Please be aware that work related injuries will be billed to the insurance company of your workplace. It is your responsibility to lodge all paperwork. If a claim is rejected, the account becomes your responsibility.

INTERPRETER SERVICE

Our receptionists are happy to organise either on-site or phone interpreting for non-English speaking patients. Interpreter bookings must be made in advance so please ensure you advise reception with as much notice as possible if you require this service.

NABS provides interpreters for Deaf, Deafblind and hard of hearing people who use sign language to communicate and would like an interpreter for private health care appointments. Please inform reception if you require a NABS interpreter for your appointment.

CONFIDENTIALITY AND MEDICAL RECORDS

To provide you with the care you need we hold the details of your consultations, illnesses, tests, prescriptions and other treatments that have been recorded by everyone involved in your care and treatment. This information is stored electronically on computer files by practice staff.

We sometimes disclose some of your personal health information to other organisations involved in your care. For example, when you are referred to a specialist we send relevant details about you in the referral letter and receive information about you from them.

In accordance with the **Health Records and Information Privacy Act 2002** (NSW), patients may request to see their medical records. Such requests should be made in writing to the practice manager. No information will be released without patient consent unless we are legally obliged to do so.

If you need your medical records to be transferred to another medical practice we will require a signed 'Transfer of Records' form from the practice.

SERVICES OFFERED

- ✓ General Practice
- ✓ Various Health Assessments
 - Mental Health Assessment
 - 4 year old Child Check
 - 45 – 49 year old Assessment
 - 75+ year old Assessment
 - Care Plans
 - Diabetic / Asthma Cycle of Care
 - Closing the Gap Assessment
 - Annual Health Assessment
- ✓ Pre-employment Medical
- ✓ Compensation
 - Third Party
 - Workers
 - Public Liability
- ✓ Quit Smoking & Weight Loss Advice
- ✓ ECG & Spirometry testing
- ✓ Women's Health
 - Pap Smears
 - Pregnancy
 - Implanon/Mirena
- ✓ Travel Advice and Vaccinations
- ✓ Childhood Immunisations
- ✓ INR Testing
- ✓ Skin Cancer Clinic
- ✓ Wound Care
- ✓ Minor Surgery
 - Removal of lesions/warts/toenail
 - Cryotherapy of lesions/warts
 - Drainage of abscess/haematoma
 - Suture of cuts

Visiting Dieticians, Physiotherapist,

Podiatrist & Psychologists

PRACTICE STAFF

All staff hold a current first aid certificate in basic life support and CPR. All staff undergo regular refresher training in Sterilisation, Specimen Handling, Immunisations and other areas of General Practice.

Doctors

Dr M Raza, Dr S Marlton, Dr E Bulcraig,
Dr N Khosa, Dr M Vakil, Dr S Liang, Dr Faraid,
Dr Z Chaudry (F), Dr L Skrypnyk (F), Dr S Los (F)

Nurses

Genelle, Kim, Lena

Reception

Hayley (Manager), Kirby, Tiffany,
Renee, Kirsty

PATIENT FEEDBACK

From time to time this practice invites our patients to complete a questionnaire on their views of the practice and how it could be improved. These surveys are completely confidential and help us improve our services. If you are unhappy with any aspect of the care you receive from this practice, we are keen to know about it. Please feel free to talk to your doctor or receptionist about any problems you have had with the service we provide. We believe that problems are best dealt with within the practice.

However, if you feel there is a problem you wish to take up outside you may prefer to contact:-

THE HEALTHCARE COMPLAINTS COMMISSION

www.hccc.nsw.gov.au

FREECALL: 1800 043159

9am – 5pm Weekdays

Shellharbour City General Practice
Suite 14, 75 Cygnet Avenue,
Shellharbour City Centre
Phone 42970037 Fax 42970038
Email: info@scgp.com.au
www.scgp.com.au

Please note: No medical enquiries are to be sent through email. An appointment with your doctor is required. Please call the practice.



Patient Information Brochure

Shellharbour City General Practice opened its doors on the 4th August 2008. It is situated in Shellharbour City Centre overlooking the Escarpment and Lake Illawarra. It brings to the City a bright, fresh and friendly environment where people of all ages can come for medical care.

There are 8 consulting rooms and one 2 bed treatment room. We are fully computerised and are an AGPAL accredited General Practice under the RACGP 4th Edition of Standards.



OPENING HOURS

Monday to Friday: 8:30am until 8:30pm

Saturday: 8:30am until 1pm

Sunday: 9am until 1pm

Public Holidays: 9am until 1pm

Appointments are required Monday to Saturday. Sunday and public holidays no appointment required.

THIS PRACTICE IS COMMITTED TO PROVIDING COMPLETE GENERAL PRACTICE CARE TO ALL INDIVIDUALS AND FAMILIES IN THIS COMMUNITY.