

## **PATIENT INFORMATION SHEET**

### **Surgery Hours:**

**Monday – Friday: 9:00a.m. to 6:00p.m.**

**Sat, Sun and Public holidays: 9:00a.m. to 2:00p.m.**

**Closed Christmas day**

### **Making an appointment**

**If you have any life-threatening condition, please call ambulance on 000.**

Consultations are by appointment only; however, every effort will be made to accommodate unexpected or urgent situations. Walk-ins are triaged and offered appointments accordingly.

Usually, 10-15 mins are allocated for one appointment. If you need more time to discuss multiple issues or other family members need to be seen please let reception know as more time and separate appointments are necessary.

Same day appointments are usually available.

To ensure confidentiality, test results are not given over phone.

Procedural appointments are booked by the Treating Doctors themselves only after consultation.

### **New Patients**

All new patients are welcome. Please fill out the new patient registration form available at the reception desk before your appointment. Let reception know if you have multiple medical issues so appropriate consultation time can be allocated.

### **Urgent Appointments**

Provision for urgent appointments is certain. If you need urgent assistance, please speak with our reception staff.

### **Cancellations**

If you are unable to keep your appointment, please let us know as soon as possible (ideally a day prior) so we can offer it to someone else.

Non-Attendance Fees without 24-hour notice incurs a \$40 fee for General Practitioners and Allied health.

**Results**

All results including radiology and pathology are to be discussed, printed by the doctor and appointment is necessary.

**Recalls/Reminders**

We regularly use recalls and reminders for preventive care and notifications. These can be as text messages to the mobiles or letters. If you do not wish to be notified, kindly speak with reception to sign an opting out form.

**Fees and Accounts**

Premium Care Medical Practice is a mixed billing practice. All accounts are payable on the day of consultation. For Gap payment amounts please refer to the Fees section.

**Interpreter Services**

If you or family members require an interpreter service, we can organise this for you. Please let us know when you make your appointment.

**Code of Ethics**

The Australian Medical Association promotes a body of ethical principles to guide Doctors' conduct in their interactions with patients, colleagues, and society.

Doctors have a responsibility to improve and maintain the health of their patients who are either, in a vulnerable state of illness or for the maintenance of their health, entrust themselves to medical care and prohibits Doctors from behaving in their own self-interest.

Premium Care Medical Practice abides by this code of ethics.

**Recalls**

Our practice is committed to preventative care, and we take part in several reminder services. Please let us know if you do not wish to participate in this service.

Our practice has a recall system that enables us to send reminders for scheduled preventative care – like immunisations and health checks.

We also use this system to encourage patients to book a follow up appointment to discuss important results with their doctor.

**Prescriptions, Referrals and Emails or Certificates**

To ensure safe medical practice, Doctors will not issue prescription drugs without consultation.

Appointments must be made to obtain prescriptions.

Appointments are required for a referral to a specialist and are essential for medical certificates.

Emails are not monitored and not the preferred method of communication with the practice or doctors. Kindly preferably book an appointment through reception or online.

### Telephone Calls to Doctors

Reception staff will be happy to take a message or book you a telephone consult with your doctor. Alternatively, you can book online, appointments will be triaged as required.

### Test Results

For medico–legal reasons, results will not be given out over the phone by our reception or nursing staff. Please make a follow-up appointment to receive test results, unless otherwise arranged with your GP.

## Fees and payments:

Premium Care Medical Practice has transitioned to “Mixed Billing”.

Bulk Billing is still available for:

Eligible health care and Concession card holders

Children under the age of 16 years.

Patient above 65 years of age.

Patients returning within 7 days of Gap consult.

Attending for Health care plan, health assessments, mental health.

All DVA/Workcover are bulk- billed.



#### Our Medicare Bulk Billing Practice bulk bills eligible GP services, including:

- GP consultations
- Chronic condition management plans and reviews
- Mental health treatment plans
- Health assessments

#### Fees may apply for non-eligible services, including:

- Procedures like skin excisions
- Diagnostic services like ECG and pathology
- Allied health and other non-GP services
- Non-MBS services
- Patients without a Medicare number

For more information, please ask your practice staff.



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### Complaints

We strive to provide excellent medical care at our general practice. All complaints are to be directed to the Practice Manager. In case of any serious complains please contact health complains commissioner 1 800 232 007.

### Suggestions and Survey

We do our best to provide safe and quality medical care and endeavour to improve it. We welcome all suggestions for improvement, please feel free to discuss with our reception, practice manager, concerned doctor or online survey forms.

### Accreditation by AGPAL/RACGP Guidelines

We are proud that we are accredited by the AGPAL with current guidelines from the Royal College of General Practitioners (RACGP). AGPAL accreditation is a broad and rigorous review of the safety and quality of the medical care provided by a general practice. This is to ensure delivery of quality care to our patients and families.