



HEALTH AT DULWICH

CARING – COMPASSIONATE – COMMITTED

A family medical practice endeavouring to provide comprehensive healthcare throughout your family's life

PATIENT INFORMATION BROCHURE

Health at Dulwich

12 Stuart Road, Dulwich, SA 5065

Telephone: (08) 7221 2588

Fax: (08) 7223 2018

www.healthatdulwich.com.au



APPOINTMENTS

Standard consultations are booked in 15-minute time slots.

Longer consultations are available with your doctors for the following: medicals, minor surgery, care plan preparation, complex or multiple medical problems.

We would appreciate your early phone call if you are unable to keep your appointment.

Upon arrival to your appointment please report to the reception desk.

Appointments can also be booked via HotDoc or our Website.

INTERPRETER

Our friendly reception staff are able to arrange an interpreter for your appointment should it be required - please advise when booking your appointment. Our practice is an indigenous health friendly practice.

CONSULTATION HOURS

Monday – 9:00am to 6:00pm

Tuesday and Wednesday – 9:00am to 5:00pm

Thursday – 9:00am to 7:30pm

Friday – 9:00am to 5:00pm

Saturday – 9:00am to 12:00pm

OUT OF HOURS CARE

After Hours Healthcare is provided by Home Doctor Service on **13 SICK (13 74 25)** for emergency home visits, outside of our opening hours.

You can also attend the emergency department at your nearest hospital.

HOME VISITS

Regular patients of our practice are able to arrange visits in their home, residential aged care facility or hospital, both within and outside normal opening hours where such visits are deemed safe and reasonable.

TELEPHONE & ELECTRONIC COMMUNICATION

Our practice provides patients with timely advice or information related to their clinical care by telephone and electronic means only where a GP determines that this is clinically safe and that a face-to-face consultation is unnecessary for that patient.

All telephone calls for doctors will be relayed through reception staff via message and the doctor will return your call at their earliest convenience. Consultations will not be interrupted unless in the event of an emergency.

TEST RESULTS

Patients are required to make a follow up appointment with their doctor for test results.

The results are not discussed over the telephone due to their sensitive nature.

PRESCRIPTIONS & REFERRALS

Repeat prescriptions and specialist re-referrals will not normally be issued without doctor/patient contact. Where it has been agreed that such repeat/re-referrals will be issued, please provide a minimum of 24 hours' notice.

SICKNESS CERTIFICATES

Sickness certificates will not be issued unless a doctor has been consulted in relation to that illness, and cannot be backdated.

RECALL & REMINDERS

Our doctors are committed to preventative healthcare and as such we may issue you with reminder and recall letters appropriate to your care. If you do not wish to be a part of this system, please advise your doctor.

FEES

We are a private billing practice. Bulk billing is available for children aged 12 years and under. Please remember to bring with you your Medicare Card and Health Care Card.

Please note: Bulk billing is not available on Saturdays.

Fees vary according to the length and complexity of the consultation and are determined by individual GPs.

Payment is required in full on the day of consultation and can be made by Cash, EFTPOS and Credit Card (VISA & MasterCard only). Our practice has facilities to enable immediate refund of Medicare Rebates.

Our practice informs patients about the potential for out-of-pocket expenses for healthcare provided within our practice and for referred services.

If you are not registered with Medicare, you will be required to make payment for the consultation on the day.

Please note that there are some services that are not covered under Medicare e.g. pre-employment medical examinations and reports & commercial driving license assessments.

Please refer to our full fee schedule for further details.

SERVICES AVAILABLE

Our practice offers a wide range of services for our patients:

- Diagnosis and management of chronic disease and short-term illness
- Travel advice
- Minor surgical procedures
- Sporting injuries
- Insurance and employment medicals
- Childhood immunisations
- Family planning – including antenatal shared care
- Preventative health care
- GP management plans and Health assessments
- Iron infusions and Skin Checks

OUR DOCTORS

- **Dr Alice Kao** – MBBS, FRACGP
- **Dr Anne Irving** – MBBS, FRACGP
- **Dr Demelza Toh** – MBBS, FRACGP, DCH
- **Dr Crina Solomon** – MD, FRACGP
- **Dr Anita Daniel** – MBBS, FRACGP
- **Dr Ruth Baigent** – MBBS (Hons), FRACGP, DCH
- **Dr Nick Then** – MBBS, FRACGP

PRACTICE NURSE

- **Ann-Louise Ratcliffe** – Registered Nurse

ALLIED HEALTH

- **Vanessa Kao** – Podiatrist

CHANGE OF CONTACT DETAILS

Please advise our reception staff if you have recently changed your address or telephone number. It is important to keep your information up-to-date on our system, should we need to contact you.

YOUR RIGHTS

Our doctors and staff endeavour to provide a comprehensive, high quality service for our patients. If you have any concerns with any aspect of our service, please discuss this with your doctor or our reception staff. If you are not satisfied or your complaint cannot be resolved within our practice, you may wish to contact:

Health & Community Services Complaints Commissioner
Level 4 East, 50 Grenfell Street, Adelaide SA 5000
Phone 08 8226 8666
hcsc.sa.gov.au

YOUR PERSONAL HEALTH INFORMATION

The introduction of new privacy laws became effective in Australia on 12th March 2014. The changes include a new set of Australian Privacy Principles (APPs) that will regulate the handling of personal information by all private health service providers.

All medical records and communications concerning patients are stored electronically and are available to your treating doctor at our practice at all times.

Your medical information is password protected. Access to our computers is not available from organisations outside our practice. Patient information is not provided to an outside body (e.g. for reports or insurance purposes) without prior written consent by the patient.

Written consent will be gained from each patient should we ever be involved in any research or similar program.

The Privacy Act allows patients to access the content of their medical record by arrangement with the practice.

A copy of our full privacy policy is available to you upon request.