



# 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](http://www.healthatdulwich.com.au)

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## **APPOINTMENTS**

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All consultations require booking an appointment. Standard appointment is booked at 15-minute time slot. Longer appointments are available with your doctors for the following: medical reviews, minor surgery, care plan preparation, complex or multiple medical problems.

Walk in patients will be asked to make an appointment except for emergency cases.

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

Appointments can also be booked via HotDoc or our Website.

## **INTERPRETER**

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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 & DOCTORS ON DUTY**

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|-------------------------------------|---|
| <b>Monday – 9:00am to 6:00pm</b>    | Dr Solomon, Dr Toh, Dr Then               |
| <b>Tuesday – 9:00am to 5:00pm</b>   | Dr Kao, Dr Baigent, Dr Daniel             |
| <b>Wednesday – 9:00am to 5:00pm</b> | Dr Kao, Dr Wright, Dr Then, Dr Baigent    |
| <b>Thursday – 9:00am to 7:30pm</b>  | Dr Kao, Dr Daniel, Dr Baigent, Dr Solomon |
| <b>Friday – 9:00am to 5:00pm</b>    | Dr Kao, Dr Toh, Dr Wright                 |
| <b>Saturday – 9:00am to 12:00pm</b> | Rotating Basis                            |

## **OUT OF HOURS CARE**

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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**

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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**

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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**

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

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

## **PRESCRIPTIONS & REFERRALS**

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

## **SICKNESS CERTIFICATES**

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

## **RECALL & REMINDERS**

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

## **FEES**

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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 full 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, and commercial driving license assessments.

Please refer to our full fee schedule for further details.

## **SERVICES AVAILABLE**

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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 (Dr Nick Then has a special interest)
- Sporting injuries
- Insurance and employment medicals
- Childhood immunisations
- Family planning – including antenatal shared care (Dr Crina Solomon and Dr Anne Irving)
- Preventative health care
- GP management plans and Health assessments
- Iron infusions and Skin Checks (Dr Nick Then has a special interest)

## **OUR DOCTORS**

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

## **PRACTICE NURSE**

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- **Ratha Yang** – Registered Nurse

## **ALLIED HEALTH**

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- **Vanessa Kao** – Podiatrist
- **Rebecca Greco** – Dietitian

## **CHANGE OF CONTACT DETAILS**

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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 & FEEDBACK**

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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.

We appreciate your feedback. This helps us to improve our services.

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](http://hcsc.sa.gov.au)

## **YOUR PERSONAL HEALTH INFORMATION/PRIVACY POLICY**

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The introduction of new privacy laws became effective in Australia on 12<sup>th</sup> 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.