



# HEALTH AT DULWICH

**CARING – COMPASSIONATE – COMMITTED**

Experienced Doctors and Health Professionals have come to Health at Dulwich to provide the highest standard of healthcare with a personalised service involving respect and compassion.

## **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)

Created 13/02/20 – Revised 24/08/23, 6/02/24, 5/04/24, 8/04/24, 21/05/24



## **APPOINTMENTS**

---

All consultations require booking an appointment. Standard appointments are booked at 15-minute time slots. Longer appointments are available with your doctors for the following: mental health, 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 2 hours in advance if you are unable to keep your appointment.(fee may apply)

Appointments can also be booked via HotDoc or our Website. Our Doctors offers Video and Phone consultations Medicare rebates are available to eligible patients.

## **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 & DOCTORS ON DUTY**

---

<b>Monday – 9:00am to 6:00pm</b>	Dr Au, Dr Wright, Dr Solomon, Dr Chen
<b>Tuesday – 9:00am to 5:00pm</b>	Dr Au, Dr Baigent, Dr Daniel, Dr Kao
<b>Wednesday – 9:00am to 5:00pm</b>	Dr Au, Dr Wright, Dr Baigent, Dr Kao
<b>Thursday – 9:00am to 5:00pm</b>	Dr Solomon, Dr Daniel, Dr Baigent, Dr Kao, Dr Chen
<b>Friday – 9:00am to 5:00pm</b>	Dr Au, Dr Wright, Dr Kao,
<b>Saturday – 9:00am to 12:00pm</b>	Rostered

## **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. **For ALL emergencies, please call 000.**

## **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 not required for that patient. Our practice does not communicate via Email where possible.

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. A copy of our Communications Policy is available upon requests.

## **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 with receptionists due to their sensitive nature.

## **PRESCRIPTIONS & REFERRALS**

Repeat prescriptions and specialist re-referrals will require an appointment and not normally be issued without doctor-patient contact. Please keep track of your medications and referrals and book an appointment with your GP well in advance of renewal.

## **SICKNESS CERTIFICATES**

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**

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**

Independent GPs have adopted a private billing model for both face to face and telehealth consultations. Bulk billing is available only for children under 5 years old and for DVA Card Holders only during weekdays between 9am – 5pm. Medical Care Plans (excluding Mental Health) and Health Assessments are also bulk billed. Please remember to bring with you your Medicare Card and Health Care Card. Previous bulk billing does not guarantee future bulk billing.

Please note: Bulk billing is not available weekdays after 5pm nor on Weekends.

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

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

Our practice informs patients about the potential for out-of-pocket expenses for healthcare provided by the independent GPs consulting at 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**

Independent GPs offer a wide range of services for their patients:

- Diagnosis and management of chronic disease and short-term illness
- Minor surgical procedures (Dr John Au has a special interest)
- Sporting injuries
- Insurance and employment medicals
- Childhood immunisations
- Family planning
- Preventative health care
- GP Management Plans and Health Assessments

- Iron Infusions and Skin Checks

**SA Pathology branch onsite – Monday to Saturday, 8:30am to 12:30pm**

## **INDEPENDENT TENANT CONSULTING DOCTORS (GPs)**

- **Dr Alice Kao** – MBBS, FRACGP (Tue, Wed, Thu, Fri, Sat Roster)
- **Dr John Au** – MBBS (Hons), FRACGP (Mon, Tues, Wed, Fri, Sat Roster)
- **Dr Melissa Wright** – MD, FRACGP, DCH (Mon, Wed, Fri, Sat Roster)
- **Dr Ruth Baigent** – MBBS (Hons), FRACGP, DCH (Tue, Wed, Thu, Sat Roster)
- **Dr Crina Solomon** – MD, FRACGP (Mon, Thu, Sat Roster)
- **Dr Anita Daniel** – MBBS, FRACGP (Tue, Thu)
- **Dr Lian Chen** – MD, FRACGP (Mon, Thurs, Sat Roster)

## **PRACTICE NURSE**

- **Ratha Yang** – Registered Nurse
- **Chloe Smith** – 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. Our Staff will confirm your details at every visit.

## **YOUR RIGHTS & FEEDBACK**

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 practice manager.

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

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

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.