



## Patient Information Sheet

### Caring for your Health

Haven Medical Care is a General Practice offering a broad range of general health services including preventive health and chronic disease management.

We promote excellence in health by providing comprehensive and complete health care for the patients in our community.

### Opening hours

Monday to Friday 9am to 6pm

Saturday 10am to 3pm

After hours Nurse Triage 0478 355 566

### Appointments

Appointments can be made by calling 02 4385 9009 or online via practice website.

Please make a separate appointment for each person that requires a consultation, even if you are seeing the same doctor.

If you have a number of things to discuss or require more time with the doctor please ask for a long appointment.

Urgent appointments are available if you are ill or injured on the day. Our nurses will speak with you about your needs and organize a suitable appointment.

### How long do I need?

Please advise our reception staff of the appointment length you require:

Standard Consultation:

1 to 2 uncomplicated issues to discuss

Repeat Prescriptions

Dressings

Referrals

Returning with X-rays

Test Results

Long Appointments:

If you feel you need more time with the doctor

2 or more issues to discuss

Counselling

Regular Health Checks

Driver's License Renewals

Insurance, Pre-employment or Truck/Taxi Medicals - please let us know if you need a medical as a booking will also be needed with the nurse

Please note truck/taxi, insurance and pre-employment medicals cannot be claimed from Medicare.

### **Immunizations, Other injections, Ear syringes, Dressings and Procedures**

Please advise reception if you require one of these services as you will also need to be booked in with the nurse.

### **Results**

It is very important that you book an appointment with your doctor to discuss results of investigations you may have been asked to undertake including blood tests, x-rays and open access endoscopy and colonoscopy. A "normal" result does not necessarily mean nothing is wrong. Not all problems will show up in your results and further assessment may be needed. The only exceptions are pap smear results, however please be aware that if you develop abnormal bleeding or discharge in between your routine smear it is extremely important that you see your doctor as pap smears are not 100% accurate, and you may have a problem that needs treatment.

### **Travel**

Travel can be great fun, but can also result in serious illness. Depending on where you are going you may need vaccinations to prevent having your holiday ruined by illness. Please make an appointment at least 6 weeks prior to your departure if possible, as this will allow sufficient time for your body to respond well to any vaccinations that may be needed.

### **Reminder System**

It is important for you to keep our records of your current address and details updated at all times, therefore the staff may query you in relation to your data. We are committed to preventative care and may send a reminder notice via mail offering you an appointment in relation to preventative healthcare. If you do not want to receive a reminder letter please notify reception staff so that we can take you off the reminder list.

### **Getting the most out of your appointment**

There are a number of things you can do to ensure you get the most out of your appointment:

- Write a list of the things you want to see your doctor about
- Check your scripts prior to coming. Ask your pharmacist if you have any repeat scripts left

when you get scripts filled, and ring for an appointment as you fill your last repeat. That way you won't run out of medication before your next appointment.

- Hand the list of your health concerns and any scripts or referrals you need to your doctor at the start of the consultation.
- Please be aware it is not always possible to attend to everything in one consultation, and you may need to make a subsequent appointment/s to properly attend to everything

### Minor Surgery

We have a dedicated treatment room. Please advise reception if you are booking for minor surgery e.g. having a skin cancer removed, so that the treatment room can be booked.

### Referrals

Higher Medicare rebates are available for specialist's services if you are referred by your GP. This assists in ensuring your specialist is made aware of any relevant information that may be needed to assist in your care.

Please ensure that you check with your specialist's secretary about whether your referral is up to date when you make your specialist appointment. If not please make an appointment to see your doctor prior to your specialist appointment. Medicare does not allow referrals to be backdated, so if you want to obtain the higher rebate for your specialist visit please see your doctor prior to seeing the specialists.

### Scripts

It is important that you are reviewed prior to issuing scripts to reassess your progress and review if it is appropriate for you to continue on that medication and that dose. Therefore if you are on your last repeat please ring and make an appointment so you don't run out of it. Scripts will not be written without review, except in exceptional circumstances. If you think you will run out of your medication prior to your next appointment please leave a message for your doctor with reception and an interim script may be possible to help cover your requirements until your next appointment.

### Phone Calls (receiving and returning)

Should you wish to speak with your doctor you may leave a message with reception and your doctor will return your call when possible. If the call is regarding a medical condition, it may be more appropriate to make an appointment to see a doctor.

### Privacy in the Practice

The provision of quality health care requires a doctor-patient relationship of trust and confidentiality. A copy of our privacy policy is available on request.

### Providing Patient Feedback

It is important to ensure that we continually improve the way we deliver our services. To do this

well we ask that you feel free to provide feedback.

If you are unhappy about a health service provided to you or a family member, please always try speaking with your treating doctor as a matter of priority. However, for further advice regarding health service related complaints please contact the Health Quality and Complaints Commission.

### **Practice Fees**

We are a bulk billing practice. All patients with valid Medicare card will be bulk billed. Practice fee will be charged for none- Medicare item, eg cosmetic injections.

### **The team at Haven Medical Care**

We have an experienced range of General Practitioners including a medical team of two nurses who provide a wide range of clinical care and support. We take pride in offering the highest standard of customer service and patient care.

Our General Practitioners include:

Dr. Sandra Jones

Special interests include geriatric medicine, men's health, disease prevention and health promotion for Chronic Disease Management and minor surgery.

Dr. Mack Deng

Special interests include pediatrics, Mental Health, Disease Prevention and Health promotion for men and woman of all ages and skin cancer checks/surgery.

Linjiing Piao RN

Marie Spencer RN

### **After hours Assistance**

A Registered Nurse triage service is available to registered patients of the practice. Telephone 0478 355 566 to speak with the Registered Nurse. For any medical emergency such as chest pain or severe bleed, please call 000 immediately.

### **Interpreter Services**

IF you wish to use interpreter service, please advise the reception staff when you book your appointment. We will arrange interpreter service via phone through TIS.

### **Out of surgery visits**

Our doctor will attend home visit if the patient is confined due to illness and disability. However, that will be arranged through practice reception in the morning.

### **No smoking policy**

We respectfully request that you refrain from smoking at the surgery, this includes the waiting room, the consulting room, and the front entrance.

### **Aboriginal and Torres Straight background and other ethnic background**

Our practice provides care for patients from Aboriginal and Torres Straight background. Please notify your receptionist or doctor if you are from this background. If you have a specific cultural need, please inform your doctor.