

## **MEDICAL ON MACQUARIE**

**203- 205 Macquarie Street, Hobart TAS 7000**

Ph: 62 233 133 (all hours)

Fax: 62 243 613

[www.medicalonmacquarie.com.au](http://www.medicalonmacquarie.com.au)

Medical on Macquarie is an Accredited General Practice that provides high quality medical care to Hobart and its surrounding suburbs. The clinic has a long reputation for providing excellence in Primary Health Care and has expanded to incorporate Allergy Tasmania. Our staff has a wealth of experience in acute and chronic medicine. They have a diverse range of skills and provide first class medical care in all aspects of General Practice. Each of our General Practitioners has varied areas of interest which enhances the comprehensive care we provide.

## **PRACTICE INFORMATION SHEET**

**PARKING:** Limited parking is available on site and street parking is available in the surrounds.

**NO SMOKING POLICY:** Thank you for not smoking on the premises or on the veranda at the entrance to the premises.

**NON-DISCRIMINATION POLICY:** This practice does not refuse access to any patient based on sex, age, religion, ethnicity, sexual preference or medical condition.

**ACCREDITATION:** This practice is committed to quality improvement and maintains its accreditation through GPA Accreditation Plus.

**STAFF:** Debra, Eve, Lauren, Brianna and Sevasti are our receptionists.

All doctors in the practice are on the Vocational Register of General Practitioners or are part of the General Practice Training Program. We are committed to providing initial, comprehensive & continuing medical care to all individuals & families who choose to attend this practice. All patient consultations & medical records are kept strictly confidential (see "Our Commitment to Your Privacy")

### Medical Staff:

Jennifer Skeat

Danny Rimmer

Nic Cooling

Ruth Charlton

Cassie Upston

### Nursing Staff:

Alex Randall

Cate Inglis

Jane Nichols

Linda Salter

### Allied Health:

Ali Morse (Clinical Psychologist)

Milly Smith (Dietician)

**APPOINTMENTS:** 8.30am - 5.00pm, Monday to Friday

Patients are encouraged to request their preferred GP for consultations but this may not always be possible depending on the urgency of your appointment and the availability of your doctor.

A comprehensive list of appointment times for individual doctors is available on our website, [www.medicalonmacquarie.com.au](http://www.medicalonmacquarie.com.au)

The following situations will generally require a double appointment & your assistance in notifying reception staff is appreciated:

- Insurance & employment medical examinations
- Multiple medical problems
- Minor surgical procedures
- Any other situation where you anticipate a longer than usual consultation

The doctors will always endeavour to keep to scheduled appointment times but emergencies can cause delays. Reception staff will inform you on arrival if there are significant delays & you may wish to reschedule your appointment. If you wish, you can telephone the surgery before your appointment to check whether the surgery is running on time.

**FOLLOW UP:** Patients are encouraged to make follow up appointments to discuss results with their doctor unless other arrangements have been agreed at the time of consultation.

**APPOINTMENT REMINDERS:** The practice offers the facility to send you reminders for appointments. Please ask your doctor if you wish to make use of this facility. Where it is appropriate you will receive reminders from the Federal Government sponsored Mammography Screening Service, Cervical Cancer Screening Service and Bowel Cancer Screening Service.

**HOUSE CALLS / NURSING HOME & HOSPITAL VISITS:** The doctors will do house calls for those patients who are too ill or incapacitated & unable to travel to the surgery & who live generally within the greater Hobart area. Except in the case of emergencies, house calls are generally attended to between 12 noon - 2pm or after 5pm on a priority basis.

It is our normal practice to visit our patients in nursing homes.

**XRAYS:** Long term storage of x-rays is not possible on our premises. Patients are asked to pick up their x-rays in a timely manner. X-rays that have not been collected will be shredded after 12 months.

**AFTER HOURS SERVICES:** After-hours cover is shared with the After Hours Doctor Service (Derwent Park) to maintain a comprehensive & continuing medical service for the practice. Ring the normal practice number (62233133). A recorded message will let you know who is on call when you ring.

In a medical emergency, day or night, ring "000".

The After Hours Doctor is located at 252 Main Road, Derwent Park and appointments are not required during opening hours; 6pm to 10pm on weekdays and 9am to 10pm on weekends and public holidays. Phone (03) 6165 2361 if you wish to check waiting times.

At all other times Health Direct Australia provides a registered nurse on 1800 022 222 for health advice and will direct those requesting a home visit to a doctor at GP Assist for assessment.

**FEES:** Fees are not charged above AMA recommended fees.

- Level A Consultation (<5 mins) – Medicare fee + \$20.00
- Level B, C, D Consultations – Medicare fee + \$40.00
- Health Care Card and Commonwealth Senior Card Holders – Medicare fee + \$20 for standard consultations

Medical on Macquarie bulk bills current full pension card holders and children 15 years and under. We have reduced gap fees for health card holders and patients in financial difficulty. We continue to offer exceptional medical care while maintaining a gap fee at an affordable rate.

Information on fees for special procedures, home visits & after-hours consultations are freely available on request.

Please note that fees for medical reports are not refundable through Medicare but they may be covered by Workers Compensation or other workplace arrangements.

The doctors reserve the right to charge a fee of \$25.00 for non-attendance at consultations.

We ask that all accounts be paid at the time of consultation if possible.

The practice accepts Mastercard & Visacard. EFTPOS facilities are available but we are unable to provide a cash out facility.

The doctors are happy to discuss fees, to consider difficult financial circumstances & negotiate an individualised schedule for repayment.

We do not have the resources to advise you of costs in relation to specialist referrals. We do respect your right to choose your own specialist.

**TELEPHONE SERVICES:** The doctors will take calls in relation to you or your family's health. You may have to leave a message for the doctor to call back between certain times for non-urgent matters.

Telephone requests for prescriptions & referrals are discouraged except in special circumstances or by prior arrangement with your doctor. The practice reserves the right to charge a fee for this service. Please note that this fee is not refundable through Medicare.

**PATIENT FEEDBACK:** From time to time the doctors in this practice will invite patients to complete a questionnaire on their views of the practice & how it can be improved. These surveys are completely confidential & help us improve our services. If you have any advice to give between these formal assessments, please leave a note at the reception desk.

**COMPLAINTS:** If you are unhappy with any aspect of the service you receive from this practice we are keen to know about it. Please feel free to:

Raise any complaints with your doctor,

Or the receptionist

Or send a note addressed to "The Doctors", 203 Macquarie Street, Hobart 7000

Or contact the:

Australian Health Practitioners Regulation Agency

Level 12, 86 Collins Street, Hobart TAS 7000

Phone: 1300 419 495

<http://www.ahpra.gov.au/Notifications/Make-a-complaint.aspx>

Or contact the:

Health Complaints Commissioner (Ombudsman)

99 Bathurst Street, Hobart Tasmania 7000

GPO Box 960, Hobart TAS 7001

Phone: 1800 001 170

[www.healthcomplaints.tas.gov.au/](http://www.healthcomplaints.tas.gov.au/)

## **PRIVACY STATEMENT**

This section explains how personal information about you & your health is recorded & managed in this practice.

### **Your Personal Health Information:**

This practice will make sure that you are able to discuss your health with your doctor in private.

To obtain, record & store your "personal health information", this practice follows the "Code of practice for the management of health information in medical practices" developed by the Royal Australian College of General Practitioners. This means that your personal health information is kept private & secure.

### **Your Medical Records:**

Your doctor will do his/her best to make sure that your medical records -

- Are accurate, comprehensive, well organised, legible
- Are up to date
- Have enough information to allow another doctor to care for you
- Do not contain offensive or irrelevant comments about you
- Contain a summary of your care
- Can be used to remind you, with your permission, to return for follow up, check-ups & reviews

Your doctor will only collect information which is relevant to your medical care. If you are unsure as to why information is being requested, ask your doctor.

### **Providing your information to other doctors:**

The doctors in this practice respect your right to decide how your personal health information is used or disclosed (for example to other doctors). In all but exceptional circumstances, personal information that identifies you will be sent to other people only with your consent. Gaining your consent is the guiding principle.

It is important that other people involved in your care, such as other doctors, are informed of relevant parts of your medical history so they can best care for you. After discussion with you, your doctor will write a letter to the other doctor, which will be posted, faxed or given to you to take to them. If you have any concerns about this discuss them with your doctor.

In this group practice it is customary for all doctors in the practice to have access to all the medical records. If you have any concerns about other doctors at this practice being able to see your records discuss your concerns with your doctor.

### **Providing your information to others:**

Your doctor will not disclose your personal health information to a third party unless -

- You have consented to the disclosure
- This disclosure is necessary because you are at risk of harm without treatment & you are unable to give consent (you may be unconscious)
- Your doctor is legally obliged to disclose the information (e.g., notification of infectious diseases or suspected child abuse, or a court order)
- The information is necessary to obtain Medicare payments or other health insurance rebates
- The disclosure is necessary for the doctors in the practice to carry out a review of their practice for accreditation purposes

In all of the above only information which is necessary to achieve the objective will be provided.

### **Using health information for quality improvement & research:**

We may use patient health information to assist in improving the quality of care we give to all our patients by

reviewing the treatments used in the practice.

We may also use information that does not identify you in research projects to improve health care in the community. You will normally be informed if your information is to be used for this purpose & you will have the opportunity to refuse to have your unidentified information used in this way.

**Security of information in the practice:**

We will ensure that any of your personal information that is put on computer will be kept private in the same way as occurs with paper records. This will protect your record from unauthorised access.

**Your access to your health information:**

You have access to the information contained in your medical record. You may ask your doctor about any aspect of your health care including information in your record.

Information in your record can be provided to you by way of an accurate & up to date summary of your care, for instance if you are moving away & transferring to a new doctor or for any other reason. If you request a summary or direct access to your full medical record your doctor will need to take out information provided by others on a confidential basis. Your doctor will also need to consider the risk of any physical or mental harm to you or any other person, which may result from disclosure of your health information.

Depending on what is involved, you may be asked to contribute to the cost of providing the information.

**Resolving your concerns regarding the privacy of your health information:**

If you have any concerns regarding the privacy of your health information or regarding the accuracy of the information held by the practice, you should discuss these with your doctor. Inaccurate information will be corrected or your concerns noted in the records if it is not possible or desirable to alter the original record.

**The Doctors.**