



WARATAH GENERAL PRACTICE  
54 STATION ST, WARATAH, NSW 2298  
PHONE: (02) 49675200  
FAX: (02) 49674144  
<http://www.waratahgeneralpractice.com.au/>

**WELCOME TO OUR PRACTICE!**

**OPENING HOURS**

DAY	HOURS
MONDAY	8.30am to 5.30pm
TUESDAY	8.30am to 5.30pm
WEDNESDAY	8.30am to 5.30pm
THURSDAY	8.30am to 5.30pm
FRIDAY	8.30am to 5.30pm
SATURDAY	8am to 12.30pm
SUNDAY	CLOSED

If you require urgent advice outside of these hours, you may:

- Phone **GP Access After Hours on 1300 130 147** during any hours not covered above, and on public holidays.
- Seek attention at the **nearest Hospital Emergency Department** or call **000** to contact the **Ambulance Service**.

## OUR STAFF

### MEDICAL STAFF

**Dr Sonia Nightingale**, BMed, GDipClinEpid, FRACGP

**Dr Laetitia Wills**, B.Med, FRACGP

**Dr Sarah Williams** MBChB FRACGP DRANZCOG

**Dr Michael Chapman** B Med FRACGP

**Dr Anne Marie Vilain** MBBS (Hons) B App Sci

**Dr Ruth Hayden** MB Bch, FRACGP, DRCOG

### PRACTICE NURSE

**Carolyn (RN)**

**Maggie (RN)**

### RECEPTION STAFF

**Teresa**

**Pam**

**Anne**

**Katie**

### PRACTICE MANAGER

**Bronwyn**

## OUR SERVICES

Family health

Children's health

Women's health

Men's health

Seniors health

Skin checks

Simple excisions of skin lesions

Pap Smear (cervical screening) tests

45-49 year old check-ups

Aboriginal and Torres Strait Islander health

RMS driving medicals

Implanon insertion and removal

GP management plans and team care arrangements

Health assessments

Immunisations

Diabetes

Asthma care plans

Mental health care plans

Work cover

Sexual health

Antenatal shared care

Referrals to specialists and allied health professionals

Prescription management and medicines review

Travel medicine

Migrant health including access to the Translating and Interpreting Service if required.

## PRACTICE FEES

A current list of the practice fees is available at the reception desk as well as being listed as part of the online booking system. Please check with our receptionists and they will be able to advise you of our current practice fees and answer any further questions.

Childhood immunization appointments will be bulk billed.

DVA card holders who are eligible for medical benefits will be bulk billed.

Pensioners and Health Care Card holders will pay a reduced fee.

The remainder of patients will pay the full practice fee.

Bulk billing is at the discretion of the doctor. Please feel free to discuss this with them.

Any minor surgical procedures will have an out-of-pocket expense associated with them to cover equipment and materials. This should be discussed with the doctor.

You will be required to pay for your initial Workcover consultation and claim re-imburement from your employer. When the Insurance Provider has accepted liability and given you a claim number, we can then forward accounts to the Insurer.

## BOOKING AN APPOINTMENT

Appointments can be made by either phoning the practice or you may book online via our website or by downloading the Appointuit app for smart phones.

Longer appointments are available if you have multiple issues or a complex issue to discuss.

Please check with our receptionists when booking if you are unsure what type of consultation you require

## HELPING US TO PROVIDE THE BEST SERVICE

We know that your time is important and please be assured that we make every effort to run on time. Sometimes, unexpected or urgent issues arise that require more time than scheduled. Since we would always take the time to spend with you if you were in this situation, we appreciate your understanding if we keep you waiting.

To help us keep from running late please ensure you arrive on time to appointments. Feel free to ring ahead or enquire as you arrive as to what the waiting time may be.

Ensure you book an appropriate consultation for your needs. **If you have a number of issues or a complex issue to discuss please book a longer appointment.** If every appointment takes just 5 minutes longer, your doctor would be running more than an hour late by the end of the morning!

Wherever possible, reception staff will book your appointments with your regular doctor but there may be times when your doctor is not available and an appointment with a different doctor will be offered.

**Appointments are available for urgent matters.** When setting up an urgent appointment, the more information you can provide to the reception staff, the easier it is for us to assess the urgency of your appointment.

**If you can't attend your appointment**, please notify the surgery as soon as possible, as it may mean that we can offer that appointment time to someone who needs to be seen urgently. A non-attendance fee will be charged if you do not attend without cancelling your appointment.

We will send you an **appointment reminder by SMS** message the day prior to your appointment if you have a mobile telephone and have given consent for us to contact you this way.

Please do not answer your mobile phone during consultations.

## OTHER INFORMATION

**Your privacy** is important to us. Access to our medical records is protected and your health and personal information are considered confidential. We will not use your health information for research or disclose your information to a third party without your consent. You may ask our receptionists for a full copy of our Privacy Policy as well as information on how to access your medical record.

**Home Visits** – these may be available under certain circumstances. Please discuss this with your doctor who will advise you.

We have a **recall and reminder system** in place to remind you to contact the surgery regarding important results or issues and you will be asked to consent to be included in this system. Some reminders will be sent via text message or email. We will contact you if the doctor wants to review any significant results with you and ask you to make an appointment. We will not contact you if results need no further follow up but you should make an appointment with your doctor if you wish to discuss any of your results further.

**Phone calls** will usually not be taken by doctors during consultations unless urgent and absolutely necessary. Routine phone calls will be returned during the day if needed at a time convenient to the doctor. The doctors may not always be able to answer your query by phone and you may be asked to make an appointment to discuss your issue. Doctors will not correspond via email.

**Transfer of records to another doctor.** We will send a Health Summary to your new GP free of charge but if you want a copy of your complete file to be transferred, a fee will be charged. Please discuss this with our reception staff.

**Why we need to identify you.** We are required to identify you each time you come to the practice (even if we know you well). We will use three separate identifiers each time (e.g. name, address, date of birth or phone number). It also helps us keep your information up to date. This is done to make sure we are providing care to the right patient each time and always have your correct details.

**Your feedback** is very important and helps us to improve our service. If you'd like to provide any comments, feedback or complaints you could speak with the practice manager, doctor or receptionist, write us a letter or fill in a feedback form and hand it to the receptionist. If you are not satisfied with our response to any complaints you might have, you may contact:

NSW Health Care Complaints Commission  
Locked Bag 18, Strawberry Hills, NSW 2012  
Phone: 1800 043 159