



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

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 TEAM

DOCTORS

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 FRACGP
Dr Ruth Hayden MB Bch, FRACGP, DRCOG

PRACTICE NURSE

Carolyn (RN) B.Nursing
Angela (RN) B Nursing

RECEPTION

Teresa
Pam
Anne
Katie

PRACTICE MANAGER

Bronwyn

WELCOME TO OUR PRACTICE!

Our services include:

Family health	Children's health
Women's health	Men's health
Seniors health	Skin checks
Simple excisions of skin lesions	Pap Smear tests
45-49 year old check-ups	Aboriginal and Torres Strait Islander health
RTA medicals	Implanon insertion and removal
Health assessments	4 year old check ups
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.	
GP management plans and team care arrangements	

Please check with our receptionists when booking if you are unsure what type of consultation you require. They will also advise you of our current practice fees.

The following groups will pay a Reduced Fee:

- Health Care Card holders
- Pension card holders

Childhood immunisations will be bulkbilled.

The remainder of patients will pay the full practice fee.

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

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.

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

HELP 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.

Appointments can be made by phoning the practice, you may book online via our website or by downloading the **Appointuit app for Smart Phones**. 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.

How you can 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!

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 is on our cancellation list or who needs to be seen urgently. A non-attendance fee will be charged if you do not attend without cancelling your appointment.

Please do not answer your mobile phone during consultations.

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

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. You can also choose to participate in State and National reminder systems.

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.

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

Why we need to identify you:

We are required identify you each time you come to the practice – even if we know you well. We will use 3 separate identifiers each time – 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.