

DOCTORS

Dr Sonia Nightingale:

BMed, GDipClinEpid, FRACGP

Dr Laetitia Wills:

BMed, FRACGP

Dr Sarah Williams:

MBChB, FRACGP, DRANZCOG

Dr Anne Marie Vilain:

MBBS (Hons), B App Sci, FRACGP

Dr Ruth Hayden:

MB Bch, FRACGP, DRCOG

Dr Jananee Seneviratne:

BMed, FRACGP, SCHP

Dr Ben Kostyrka:

BMed, Dip Child Health, FRACGP

PRACTICE NURSES

Mel (RN): B.Nursing

Sharon (RN): B.Nursing

RECEPTION

Teresa Katie
Pam Anne
Vicki Michelle

PRACTICE MANAGER

Bronwyn

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 3 separate identifiers each time: name, address, date of birth or phone number. This 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 so we always have your correct details.

OTHER INFORMATION:

Your Privacy is important. Access to medical records is protected and your health and personal information are considered confidential. The practice 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 may be available under certain circumstances. Please discuss this with the doctor who will advise you.

Recall and Reminder System: 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 the doctor if you wish to discuss any of your results further. You may also wish to participate in National Recall 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 the reception staff.

Your feedback is very important and helps us to improve our service. If you would 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 the 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



**Waratah
General Practice**

**54 Station Street
Waratah NSW 2298
PHONE: (02) 49675200
FAX: (02) 49674144**

www.waratahgeneralpractice.com.au

OPENING HOURS:

DAY	HOURS
MONDAY - FRIDAY	8:30am - 5:30pm
SATURDAY	8:00am - 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.
- Or seek attention at the nearest **Hospital Emergency Department** or call **000** to contact the Ambulance Service.

WELCOME TO THE PRACTICE:

SERVICES INCLUDE:

- Family health
- Children's health
- Women's health
- Men's health
- Seniors' health
- Skin checks
- Simple excisions of skin lesions
- Cervical screens (Pap Smear)
- 45-49 year old check ups
- Aboriginal and Torres Strait Islander health
- Drivers' 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

FEES AND REBATES

To provide quality health care and keep the surgery running, we need to charge a fee above the Medicare Rebate. The fee is what you pay us. The rebate is how much you are reimbursed by Medicare. Effective 1st July 2021:

CONSULT	FEE	REDUCED	REBATE
STANDARD	\$85.00	\$70.00	\$39.10
LONG	\$126.00	\$113.00	\$75.75
PROLONGED	\$165.00	\$155.00	\$111.50

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

A fee of \$10.00 will be charged for re-issue of lost prescriptions, lost referrals and any other work done without a consultation with the doctor. (Not eligible for a Medicare rebate)

Pension holders and Health Care Card holders will pay a Reduced Fee.

Childhood immunisations will be bulkbilled.

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

The remainder of patients will pay the full 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.

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

HELP TO PROVIDE THE BEST SERVICE

We know that your time is important and please be assured that the doctors make every effort to run on time. Sometimes, unexpected or urgent issues arise that require more time than scheduled. Since the doctors 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 or you may book online via the website. Wherever possible, reception staff will book your appointments with your regular doctor but there may be times when this doctor is not available and an appointment with a different doctor will be offered.

Patients who attend the practice without first booking an appointment may not be able to be seen immediately. Reception staff will book the first available appointment time for you to return.

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, the 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 needs to be seen urgently. A non-attendance fee of \$33.00 will be charged if you do not attend without cancelling your appointment.

Please do not answer your mobile phone during consultations.

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.

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.