DOCTORS

Dr Sonia Nightingale
BMed, GDipClinEpid, FRACGP

Dr Laetitia Wills
BMed, FRACGP

Dr Anne Marie Vilain
MBBS (Hons), B App Sci, FRACGP

Dr Ruth Hayden
MB Bch, FRACGP, DRCOG

Dr Jananee Seneviratne
BMed, FRACGP, SCHP

Dr Daniella Cahill
MBChB, FRACGP

Dr Nicola Worrad
MBBS, FRACGP, Dip. Child Health

Dr Madeleine Jeffery
MBBS, FRACGP, MPHTM

Dr Bianca Sheridan
MBBS, FRACGP

We are a MyMedicare practice.
MyMedicare allows you to choose a general practice for ongoing care for your health and wellbeing needs. MyMedicare is voluntary and you can change your registered general practice if you need to.You can ask one of our receptionists for a hard copy of the registration form at your next appointment.
Or by scanning the QR code below

OTHER INFORMATION

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.

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/email or fill in a feedback/suggestion form and place it in the box at reception. 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

reception@waratahgeneralpractice.com.au
www.waratahgeneralpractice.com.au

OPENING HOURS

DAY	HOURS
MONDAY - FRIDAY	8:30am - 5:00pm
SATURDAY	8:00am - 12:00pm
SUNDAY	CLOSED

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

- Phone **GP Access After Hours** on **02 4926 0500** 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

- Aboriginal and Torres Strait Islander health
- Antenatal shared care
- Asthma care plans
- Cervical screens (Pap Smear)
- Children's health
- Diabetes
- Drivers' medicals
- Family health
- GP management plans and team care arrangements
- Health assessments
- Implanon insertion and removal
- Immunisations
- Men's health
- Mental health care plans
- Migrant health including access to the Translating and Interpreting Service if required
- Prescription management and medicines review
- Seniors' health
- Sexual health
- Simple excisions of skin lesions
- Skin checks
- Referrals to specialists and allied health professionals
- Travel medicine
- Women's health
- Workcover
- 4-year-old check ups
- 45–49-year-old check ups

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. Please see our website for our complete fee schedule.

CONSULT	FEE	REDUCED	REBATE
STANDARD >6 MIN <20 MIN	$108.00	$91.00	$45.05
LONG >20 MIN <30 MIN	$168.00	$149.00	$87.10
LONG >30 MIN <40 MIN	$178.00	$159.00	$87.10
PROLONGED >40 MIN	$230.00	$201.00	$128.35

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

A fee of $36.00 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).

A non-attendance fee of $55.00 for standard appointments and $96.00 for long appointments may be charged if you do not attend, or if you fail to cancel your appointment at least 2 hours prior to your booked appointment time.

Disability and Aged Pension holders will pay a reduced fee. Childhood immunisations will be bulk billed. DVA card holders who are eligible for medical benefits will be bulk billed. The remainder of patients will pay the full fee.

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 Workcover consultations until your insurance provider has accepted liability and given you a claim number; we can then forward accounts to your insurer.

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

All Saturday appointments are charged full fee, including appointments for DVA card holders.

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 several 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.

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.

Telephone appointments are available for COVID positive patients only. Please call us to make an appointment.