 ***Information for Patients***

 ABN 32 965 934 068

# 61 Main Street **The Annexe**

# Alstonville 2/4 The Avenue

*NSW 2477 Alstonville*

**Phone:** (02) 6628 0505 all hours *NSW 2477*

## Fax: (02) 6628 5627 Phone: (02) 6628 1422

# **Email:** manager@alstonvilleclinic.com.au **Fax:** (02) 6628 1950

### Dr Tony Lembke Dr Luke Hogan

### Dr Michael Leslie Dr Jimmy C.M. Chiu

### Dr Paul Earner Dr Alison Skimmings

***Dr Vicki Liu Dr Joshua Kingston***

Welcome to Alstonville Clinic. We offer a complete family medical service including emergency care, family planning, obstetric care, childhood medicine, health checks, hospital care, palliative care, minor surgery, health assessments and chronic disease management.

**Management of your personal health information.** Your medical record is a confidential document. It is the policy of this Practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. It is important to keep your contact details and next of kin information up to date. Please ask reception if you would like more information on our privacy policies.

## Surgery Hours

Routine appointments with our doctors are available from 9.00 am to 4.30 pm Mon-Fri. Reception is open from 8.30 am to 5.00 pm. A doctor is available in the surgery for acute conditions on Saturday morning from 9.00 am to 11.00 am.

The Annexe is open Mon – Thur 9.00 am – 1.00 pm.

## After Hours – Phone 6628 0505

A doctor from this Practice is always available for urgent medical conditions after hours. When ringing the surgery after hours, a recorded message will let you know at which number the doctor on call can be contacted.

##### Emergency Numbers

Urgent medical care is available at any time. Call 6628 0505 immediately or, in surgery hours, come directly to the surgery. In an emergency, dial 000.

## Appointments

To minimise delay, consultations are by appointment. We allocate 15 minutes for standard consultations – if you anticipate spending longer with the doctor please let the reception staff know at the time of booking. Generally it is possible to book a routine appointment ahead of time with the doctor of your choice. We work as a joint practice and on any day, one of the doctors is ‘on call’ and has no routine appointments. This doctor sees all patients who require acute or urgent medical attention on that day.

## Reminder system

The Practice has a Reminder System for immunisations, general checks, pap smears, diabetic checks and National/State/Territory reminders systems. Please notify your Doctor if you wish to be enrolled in the Reminder System.

***Walk in appointments***

The Clinic has a Doctor on call every day to accommodate all patients that need acute or urgent medical attention on the day. Please understand that you may need to wait to be seen, even if you have booked an appointment, as patients requiring urgent attention will be prioritised.

## Telephoning your Doctor

Although most problems are best dealt with in consultation, a doctor will always be available during normal surgery hours for emergency advice. If our staff are unsure as to whether the matter is urgent, the caller is put through to the On Call Doctor immediately. All doctors have time set aside to talk to their patients re: pathology results, etc. Please ask reception to confirm your Doctor’s call time for results.

***Follow-up and Recall of Patients with Abnormal Test Results***

Abnormal test results are flagged when viewed by the Doctor and the patient is contacted by the Doctor. If the patient is unable to be reached by phone, a letter will be sent to the patient’s recorded address asking the patient to contact the surgery. Please advise our reception staff of any change in your contact details as soon as possible.

## Preventative medicine

We recommend the following preventative measures for healthy living:

 High fibre, low fat diet

 Moderate alcohol intake, no smoking

 Regular exercise

 Immunisation

Annual medical check up

 Biannual pap smear for women

 Monthly breast & skin self examination

 Annual flu vaccination for those over 65

 Cholesterol estimation

Annual bowel cancer screening for all over 50

 Biannual mammograms for women 50-70

## Sterilisation

Instruments used in this practice are sterilised by an autoclave unit compliant with all Australian standards.

## Periodic Health Examinations

This Practice recommends routine ‘health checks’ at the following ages:

**Children** - 2 months, 4 months, 6 months, 12 months, 18 months, 4 years, 15 years

**Women** – 2 yearly until 40 then yearly

**Men** – 5 yearly until 50 then yearly

## Travel Advice

We can provide up to date information on special hazards in certain areas including health issues and vaccination requirements.

## Home Visits

Home visits are available if it is impossible, for medical reasons, for a patient to visit the surgery. This can be arranged by discussion with a doctor. Generally, it is preferable to see patients in the surgery where equipment and assistance is available.

## Hospital Visits

All our doctors have appointments to the Lismore Base Hospital and St Vincents’ Hospital. If you have arranged an elective admission to hospital, or are admitted to hospital without seeing one of our doctors, please let us know so we may remain involved in your ongoing care if required.

## Repeat Prescriptions

We offer an **Express Clinic** for **existing patients to obtain repeat prescriptions**.

**Monday – Friday: 8.30am – 9.15am at the Annexe**

 **5.00pm – 5.45pm at Alstonville Clinic**.

There is no need to call ahead and all consultations are **bulk billed**. If you are unable to attend in these times, or need to discuss a separate medical issue as well, you will need to book an appointment with the doctor. A routine consultation fee may apply.

## MyHR

## We recommend people with a chronic health condition, pregnant women, and people who travel throughout Australia regularly, register for an electronic health record (My HR). Please ask our reception staff for more information.

## Suggestions and Complaints

We are always striving to improve the standard of professional service we provide to our patients. We welcome any suggestions you may have that could enhance the quality of service provided. Should you have a valid complaint, we would like to know of it immediately so that appropriate steps may be taken to remedy the situation. You can contact us via phone, email or leave a suggestion in the Suggestion Box at reception. Complaints may also be made to the relevant government authority – Health Care Complaints Commission, Locked Bag 18, Strawberry Hills NSW 2012 Phone 1800 043 159.

***Assistance Dogs***

Assistance dogs are welcome in our reception area, but cannot be taken into any sterile areas. We aim to minimise any separation between assistance dogs and their owners. Companion dogs and other pets are unable to accompany patients into the reception area.

### Schedule of Fees

#### Standard consultation (>5 mins) $79.00

#### Long consultation (>20 mins) $116.00

#### Full Pensioner – Standard Consultation $66.00

Health Care Card – Standard Consultation $71.00

#### After hours – between 6pm-11pm or 7am-8am $240.00

#### After hours – between 11pm-7am $280.00

#### *Children 5 years and under will be Bulk Billed for consultations during normal working hours.*

#### For all other enquiries for procedures and miscellaneous surgery please ask our Receptionists.

#### Payment should be made at the time of consultation. We accept EFTPOS, Visa, Mastercard and personal cheques. If you are experiencing any special circumstances or hardship, please discuss this with the doctor at the time of consultation. A significant proportion of all fees charged is refunded overnight through Medicare directly into your nominated bank account. Please ask the Receptionists if you are unsure how to register your bank account details. NOTE that the full fee is charged for all ‘after hours’ consultations for ALL patients (including children 5 years and under and those on a pension).

### The Immunisation Schedule

As per NSW Health Immunisation Schedule – refer to attached sheet

#### Alstonville Clinic 6628 0505 all hours

#### Lismore Base Hospital 6621 8000

#### Ambulance 13 12 33

#### *Practice Staff – Nursing Sisters*: Sr Janeen Morris RN (*Head Practice Nurse)*

#### Sr Jenni Dolby RN, Sr Lyn Wade RN, Sr Wren Casement RN, Sr Kannika Whitfeld RN, Sr Karen Creighton RN, Sr Donna Gibson RN (*Diabetic Educator).*

#### *Practice Staff - Office & Reception*– Helen Rankin Jarvie (*Practice Manager)*

#### Angela Marriott, Kerrilee Brown, Karan Tucker, Sue Bryant, Regan Vidler, Narelle Clark, Cally McFadden, Jodie Dardengo.

***Allied Health Professionals –*** Carolyn Davis – *Dietitian*