

### TRANSLATING SERVICES.

We have Doctors practicing at Access Health Care who originate from various countries. If you have a specific language please ask our receptionists and we will try to accommodate your request. If you have trouble understanding the medical advice you have received or have trouble explaining yourself to our doctors or to our staff we can contact the Medical Translating and Interpreting Service on 131450. We are also able to access various print materials through Medicare, Department of Health and Aging and NSW Health Department.

### REMINDER SYSTEM

Our reminder system reminds your appointment date/time 24hrs before via text message to your nominated mobile number. Our Practice is committed to preventive care. We participate in national and state reminder systems e.g. Pap Smear and Childhood immunisations and annual Health assessments. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system please let us know at reception.

### MOBILE PHONES

All doctors strive to avoid unnecessary interruptions whilst you are having your consultation. To further assist us in giving you our full concentration and attention we ask that Mobile Phones be **SWITCHED OFF** when entering the surgery

### 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. Referrals to specialists/allied health are only organised by your doctor.

### YOUR RIGHTS

We are striving to provide you with a high-quality service. If you have a problem we would like to hear about it. Please feel free to talk to your Doctor or the Practice Manager. You may prefer to write to us. We take your concerns, suggestions and complaints seriously.

However, if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery there are several options available including The Medical Board of NSW, AMA or Health Care Complaints Commission Telephone:1800 043 159. You have the right to participate in decisions regarding your healthcare. If you have a specific cultural background please advise your doctor so that they can be sympathetic to your cultural needs.

**Our Practice is committed to the care of you and your family.** This practice is committed to quality improvement and is accredited with GPA.

**This practice has a NO SMOKING policy.**

### PRESCRIPTIONS

For best medicine practice, patients are advised that they must return for a consultation for script renewals. **Staff have been directed to adhere strictly to this policy.**

# ACCESS HEALTH CARE

Tuncurry



**18 PEEL STREET, TUNCURRY, NSW, 2428**

Phone (02) 6555 5464

Fax (02) 6555 4033

[www.accesshealthcare.net.au](http://www.accesshealthcare.net.au)

### Medical Staff:

Dr Chris Horsfield  
Dr Opi Chiram  
Dr Sasi Kumar  
Dr Jamie Fernando  
Dr Aaron Rahmati  
Dr Maniruzzaman (Mani)  
Dr Yin Man Chan

### Special interest:

General Medicine/Aged Care  
Women's Health  
Mens/Mental Health  
Aboriginal Health  
Men's Health/Aged Care  
Aged Care/General Medicine  
Registrar

### Nursing Staff:

Neridah, Jennifer, Leanda

### Practice/Business Manager:

Maria Jaramillo

### Office Staff:

Caillan, Ella, Brittany, Maree, Stacey

### HOURS

Monday to Friday 8.00 am to 5.00pm

Every Saturday 8.30 am to 12.30pm

All Hours: (02) 6555 5464

## WELCOME TO THE ACCESS HEALTH CARE -Tuncurry

This brochure has been prepared to help you understand the nature of our Practice. Should you require additional specific information, please feel free to speak with the staff.

### PRACTICE SERVICES

- General Family Medicine
- Skin Cancer Check and minor procedures
- Aged Care
- Immunisation/Flu/Covid-19 Vaccination
- Women's and Men's Health
- INR check
- ECG
- Travel advice and Vaccinations
- Workers' compensation
- Chronic disease management

### APPOINTMENTS

An **appointment system** is used by this practice to minimise waiting time. However, as it is not possible to predict when emergencies and complex problems may arise, delays may sometimes occur. You will help us keep to time if you:

- Arrive punctually
- Notify reception of your arrival
- Advise our staff, when booking-in, if you need a long consultation
- Limit the consultation process to the person who has the appointment  
**(One patient per appointment)**

For a **routine appointment**, it is advisable to ring several working days in advance to ensure that you obtain an appointment at a time suited to you. We encourage you to see the doctor of your choice for your consultations.

For an **urgent appointment**, please alert our staff at the time of your call that the problem is of a priority nature, and you will receive an appointment on the day of your call. Patients with an urgent problem will be seen to by a doctor, although this may not be with the doctor usually attended. Subsequent (on-going) care will be available from the doctor of your choice.

For an **emergency appointment call 000**. Please emphasise your concern to the staff, and you will be further advised. This includes walk in patients. You can also **book your appointment online** via our website [www.accesshealthcare.net.au](http://www.accesshealthcare.net.au)

### **PLEASE ENSURE STAFF ARE AWARE WHEN YOUR PROBLEM IS URGENT**

For **medical enquiries outside normal working hours**, a doctor is available On-Call for advice and may be contacted by telephoning **6555 5464**.

**Telephone Access.** If you phone the surgery with an urgent problem, your call will be put through to the Nurse, who will assist you. If a nurse is not available you will be put through to a doctor. For less urgent matters, our receptionists will take a message and your call will be returned as soon as possible.

**Home visits** are available for situations of genuine need, or those with certain medical conditions. Should you believe your condition requires a home visit by your doctor, please advise the staff early in the day so that all options may be considered, and disruption to the Practice minimised and provided the visit is safe and reasonable.

Visits to **Nursing Homes and Hostels** in this area are available to our patients. Our Doctors have admitting rights to Forster Private Hospital.

**Test Results.** If your doctor has asked you to have any pathology tests or x-rays you **must** return for an appointment to discuss these results with your doctor. Results will **not** be given over the telephone. Patients have the right to participate in decisions about their healthcare. Our Practice engages with a range of health, community and disability services to plan and facilitate optimal patient care.

### **Communication Policy**

Our practice strives to communicate clearly with all staff and patients alike. When reception receives a call from a patient and needs to pass a note to the Doctor, in non-urgent cases, they will use a specific message book which also leaves a carbon copy for future reference. We also receive communication to the practice email through our online message system from our website. The Practice Manager checks these emails and returns the patient query in a timely manner (also reminding that this email is unsecure). For all urgent enquiries patients are advised to ring the practice directly and not wait for a return email/phone call. All other communication from external Doctors/services are mainly received by fax or secure messaging. Occasionally we receive communication through our secure email which is maintained by our IT team.

If the practice sends any information to external providers it is done by fax or secure email. Patients names are not listed in the email for confidentiality protection.

### **CONSULTATIONS, FEES AND CHARGES**

Some consultations with your doctor take **extra time**, and we need to be able to plan for this. These visits include having multiple or complex problems to discuss, an Insurance Examination, Centrelink forms or a procedure to be undertaken (for example, having a mole removed, or a cardiograph). When making an appointment for purposes such as these, please notify our staff so that additional time is put aside for your visit according to our practice policy.

Access Health Care Doctors will bulk bill all children under 16. Holders of D.V.A. will be asked to present their card and sign the assignment form. All other consultations **are asked to be paid for at the time**. If you are the holder of a Pension or Health Care Card you will be required to pay a private fee for the first consult of the year. **All private patients will be asked to pay for their consultation at the time of the consult.** *If you cannot attend your booked appointment for any reasons, please notify us as soon as you possible, so we can allocate this time to other patients. We are more than happy to re-schedule your appointment; otherwise **no-show fees** apply.*

For all new patients, if your appointment is related to workers compensation, please advise our reception at time of booking.

Should there be any query with your accounts, or any aspect of your medical care, please feel free to talk with us about it. If you are having difficulties with your medical expenses, please discuss the matter with your doctor.