

Privacy of Your Health Information

This practice is committed to maintaining the confidentiality of your personal health information. Your health record is a confidential document and as such it is the policy of this practice to maintain security of personal information at all times and to ensure this information is only available to authorised members of staff. In conjunction with this we do not reveal private information over the phone. If you need to request a copy of your health record please speak with your doctor.

Patient Identification

To provide the best possible care to each patient, we must identify you at each point of contact: over the phone, when arriving for an appointment, when seeing the nurse and when seeing the doctor. We will ask you your name, date of birth and address; even if we know you well. This ensures we have the right patient, in the right place at the right time.

Patient Responsibilities

As a patient of this practice you have our utmost respect, and we hope we have yours too. We try very hard to provide a high quality service to each and every patient. As such, we will not tolerate any of the following behaviours:

- Violence or threatening behaviour towards any staff member, including your doctor
- Verbal abuse or yelling at any staff member, including your doctor, in person or over the phone
- Continuing to not follow your doctor's advice
- Disregard for our policies including fees and charges

In saying all of this, most our patients are lovely and for that we thank you very much.

Feedback

As an accredited practice we are always improving and changing the way we do things to better ourselves. We take your feedback into consideration when making any changes. Should you wish to make a suggestion, please write in the suggestion book available in the waiting room. If you have a compliment, complaint or general feedback, you may also do the following:

- Speak with your doctor or nurse
- Speak with our receptionist
- Speak with our practice manager
- Write us a letter

Should you wish to take your complaint further, you can contact the NSW Health Care Complaints Commission:

Address: Locked Mail Bag 18
Strawberry Hills NSW 2012
Phone: 02 9219 7444 or 1800 043 159 (Toll Free in NSW)
Phone (TTY): 02 9219 7555
Fax: 02 9281 4585
Email: hccc@hccc.nsw.gov.au
Website: <https://www.hccc.nsw.gov.au>

HAMILTON MEDICAL CENTRE

PRACTICE INFORMATION SHEET

How to Contact Us

Street Address: Level 1, 400 Glebe Road, Hamilton South NSW 2303
Phone: 02 4961 1713
Fax: 02 4965 3417
Email: admin@hamiltonmedical.com.au
Website: www.hamiltonmedical.com.au
Facebook: www.facebook.com/hamiltonmedicalcentre

Opening Hours 8:00AM – 4:30PM
Monday - Friday

Practitioners and Consulting hours

Dr Ella Hegarty 8:15AM – 12:00PM & 1:30PM – 3:30PM
Tuesday, Wednesday, Thursday

8:15AM – 12:30PM
Friday

Dr Katherine Hanks 9:00AM – 12:00PM & 12:45PM – 4:00PM
Tuesday

9:00AM – 12:00PM
Friday

Dr Hnin Maung 8:30AM – 12:30PM & 1:00PM – 4:30PM
Wednesday, Thursday

1:00PM – 4:30PM
Friday

Nursing Staff and Consulting Hours

Margy 8:00AM – 1:00PM & 2:00PM – 4:30PM
Monday, Tuesday, Wednesday, Thursday

8:00AM – 11:30AM
Friday

Support Staff

Melissa	Manager	Michelle	Senior Reception
Cameron	Reception	Elouisa	Reception

Practice Accreditation

We are an accredited practice. This means we are committed to quality improvement for our practice and the care of our patients. We follow strict guidelines set by the RACGP and we are measured against these every 3 years. This ensures we are consistently providing high quality patient care.

Appointments

All consultations are appointment based. Some appointments may take longer, such as if you have multiple issues to discuss, a complex medical issue to discuss, you are a new patient or if you have a form to complete. Making the right appointment for your needs will help your GP run on time. Appointments can be made over the phone during business hours or online 24/7 by going to our website:

- www.hamiltonmedical.com.au

There are times where acutely sick patients or genuine emergencies are fitted in and this does cause delays. We apologise for any delays however **we must provide care based on urgency**. We request that you do not get upset with the receptionists or your doctor when there are delays. We will do our best to let you know when there are delays and give you the option of seeing another doctor or rescheduling your appointment if you are unable to wait. If you feel you require urgent assistance at any time, or if you think you may be contagious (flu symptoms, gastro, child with a rash, temperature) please advise our staff immediately.

If you are unable to attend your appointment, please let us know as soon as possible. This allows us to offer your appointment to another patient. Failure to cancel within 30 minutes of your appointment time may result in a \$30 cancellation fee.

Appointments Outside Normal Hours

Appointments after 5pm will be given only to those who are private paying patients, and these will be at the doctor's discretion and dependant on staff availability. If patients who are normally bulk billed are seen after 5pm, there will be a private charge regardless of age or circumstance.

Home Visits

Home visits may be performed under exceptional circumstances and during regular consulting hours. This is at doctor's discretion.

If you have a medical emergency, you should always phone Triple Zero (000) or visit your closest emergency department. For less urgent care after hours, see the following information. All after hours consultations through 13 SICK are bulk billed.

After Hours

- 13SICK, National Home Doctor Service is our after-hours care provider
- They are Australia's largest network of home visiting doctors
- Their Doctors carry starter packs of many commonly prescribed medications
- We receive a clinical report after every home visit, so your medical records are kept up to date
- 13SICK makes bulk billed, after hours, doctor home visits from 6pm weeknights, 12 noon Saturdays, all day Sunday and public holidays.
- Bulk billed. In home. After hours.

If you need a doctor and we're closed, call 13 SICK (13 7425)

For all medical emergencies, call Triple Zero (000)

Test Results

During your appointment your doctor will advise you to either make a follow up appointment or phone the surgery for your results. If your results are normal, you may be contacted by us, however we encourage you to be proactive in your health and phone us if you have not heard about your results. If your doctor would like to discuss your results with you we will phone you, or send an SMS to make an appointment.

Practice Fees

All consultations with the doctor are charged at a private rate. If you have a Medicare card you are eligible for a rebate which is provided on the day. Pensioners and Health Care Card Holders are charged at a discounted rate. Bulk billing is for patients under the age of 16 and patients 65 years of age and over only. Patients who are seen for Compounding Chemist products and discussions are charged at a different rate. A detailed list of our fees is available in our waiting room. Alternatively, please ask our staff.

Phone Calls and Communication

In most cases your doctor will be unable to take your phone call. Should you wish to leave a message with our receptionists for your doctor or nurse, we will return your call as soon as possible. If your call is urgent please state this when first calling.

Requests for repeat prescriptions and referrals will be considered on a case by case basis. Repeat prescription requests are handled online through our website. Each request has a fee which is displayed on our website and in the detailed fee schedule available in the waiting room. Please do not use standard email for appointment bookings and urgent matters as they are not closely monitored. We will only converse over email so long as no personal information is exchanged, in accordance with privacy and confidentiality legislation.

Services Available

Surgical

- Skin checks
- Excision of skin lesions
- Dressings
- Cryo freezing therapy for sunspots and warts
- Ingrown toenail removal

Family

- Immunisation for all ages
- Family planning
- Baby weighing

Women's Health

- Cervical screening
- Pregnancy tests
- Contraception advice incl. Mirena, Implanon

Men's Health

- PSA Testing

Chronic Illness Management

- Care Plans – GPMP
- Asthma Cycle of Care
- Diabetes Cycle of Care
- Over 75 health check

General

- 45-49 health checks
- Sexual health checks
- Mental health plans
- Nutrition advice
- Assistance to quit smoking

Warning: Any surgical or invasive procedure carries risks. Before proceeding, you should seek a second opinion from an appropriately qualified health practitioner.