

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 three identifying pieces of information, including your name, address, phone number or date of birth, 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.

Feedback

As an accredited practice, we are always improving and changing the way we do things; in order to continuously improve our systems, processes and the delivery of healthcare. 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, Tuesday and Friday
8:00 – 4:00PM
Wednesday and Thursday

Practitioners and Consulting hours

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Ella Hegarty		8.15-12.30pm 1.30-3.30pm	8.15-12.30pm 1.30-3.30pm	8.15-12.30pm 1.30-3.30pm	8.15-12.30pm
Dr Ann Koshy		8.30-1.00pm 1.30-4pm			
Dr Hnin Maung	8.30-12.30pm 1.00-3.00pm		8.15-12.30pm 1.00-3.00pm		8.30-12.30pm
Dr Prue Osborne	9.30-12.30pm 1.30-4.30pm	10.00-12.45pm 1.30-4.30pm			
Dr Carina Smith	9.00-12.30pm 1.30-4.00pm			9.00-12.30pm 1.15-4.00pm <small>Alternate Thursdays</small>	9.00-12.30pm 1.15-4.00pm

Nursing Staff and Consulting Hours

Eleshia 8:30AM – 12:30PM & 1:30PM – 4:00PM
Monday, Tuesday, Wednesday, Thursday

8:30AM – 2:30AM
Friday

Support Staff

Neil	Manager	Michelle	Senior Reception
Josh	Reception	Kathryn	Reception
Lucinda	Reception		

Practice Accreditation

We are an accredited practice. This means we are committed to quality improvement for our practice and committed to providing excellent care to our patients. We follow strict guidelines set by the RACGP and we are measured against these standards 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, 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 on the HotDoc app, or by going to our website:

www.hamiltonmedical.com.au

There are times where acutely sick patients or genuine emergencies are slotted in and this does cause delays. We apologise for any delays if this does happen, 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 in advance when there are delays and give you the option of 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 4 hours of your appointment, or if you do not attend, may incur a \$40 cancellation fee.

Appointments Outside Normal Hours

Appointments outside of our normal consulting hours are handled by our deputising provider, **13SICK**.

Home Visits

Home visits may be performed under **exceptional** circumstances and during regular consulting hours. This is at the 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

We are a private billing practice; most consultations attract a private fee, which must be paid immediately following your appointment. If you have a Medicare card, you are eligible for a rebate which is usually provided on the day. Pensioner and Health Care Card Holders are charged at a discounted rate. Bulk billing is for patients under the age of 12, care plans and health assessments only. Patients who are seen for Compounding Chemist products and discussions are charged privately. A detailed list of our fees is available on our website. 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, either through the app or our website. Each request has a fee which is displayed at the time of request and in the detailed fee schedule, in the fees section of our website. Please do not use standard email for appointment bookings and urgent matters as they are not closely monitored or considered secure. We will only converse over email so long as no personal information is

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.