<EMPTY>

***PH: (02) 6552 2233***

***Fax: (02) 6552 7480***

***After Hours: 0418 653 502***

***Email: file.room@wsmc.com.au***

***Billing***

Payment is required at the time of consultation. Payment may be made by cash, cheque or eftpos.

***Fees***

Current fees are listed below. If you have any difficulty paying fees, please discuss this with your Doctor at the time of your consultation.

Level A - Brief Consult

Full Fee $53.00

Discounted Fee $43.00

Rebate $19.60

Level B - Standard Consult

Full Fee $108.00

Discounted Fee $90.00

Rebate $42.85

Level C - Long Consult

Full Fee $160.00

Discounted Fee $140.00

Rebate $82.90

Level D - Prolonged Consult

Full Fee $220.00

Discounted Fee $210.00

Rebate $122.15

***Surgery Hours***

Monday to Friday - 8:00am to 6:00pm

Saturday - 8:00am to 12:00pm

Sunday - Available by appointment

*On call Doctors for after-hours are on a rostered basis.*

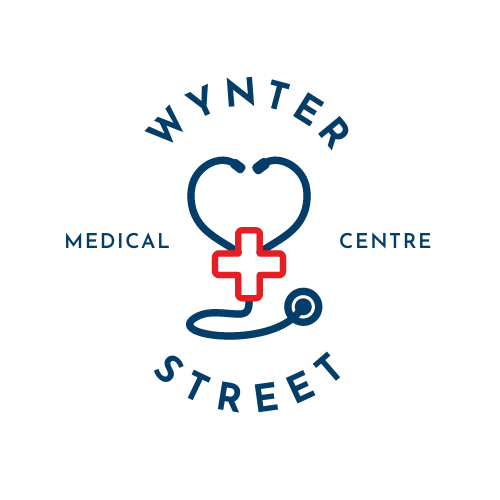
***Patient Services***

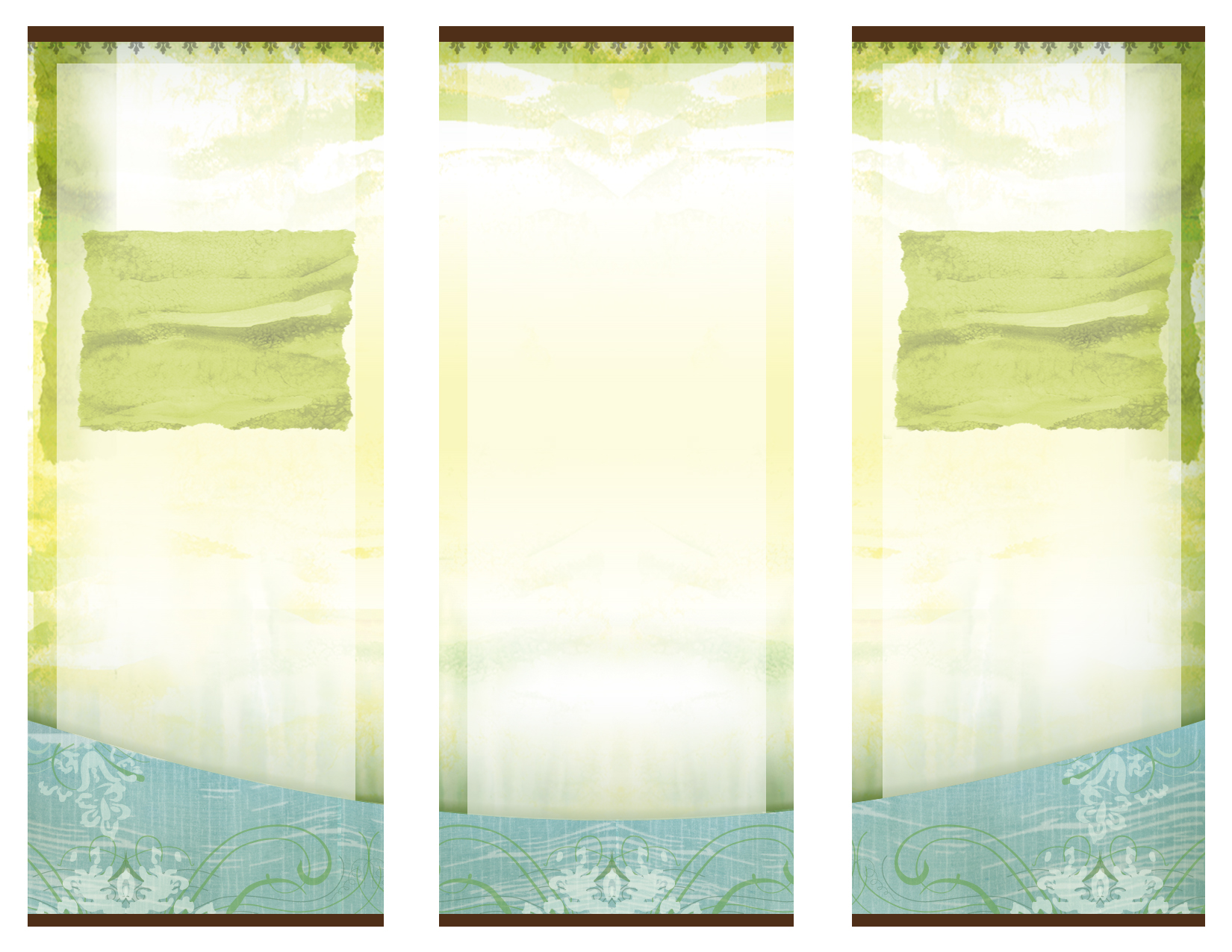
***Routine Appointments***

An appointment system is used for your convenience to minimise waiting times and ensure adequate time for each consultation. Appointments are made during office hours. Should you feel your consultation will require extra time, please inform our Reception Staff at the time of booking so that adequate time can be allocated. Routine appointments usually take 10-15 minutes. Prolonged appointments may take up to 30 minutes.

*54 Wynter Street*

*Taree NSW 2430*



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***Results***

Due to the large amount of results that are received every day, we are unable to telephone all patients with results. If your Doctor gives you a request form for further tests during your consultations, please make sure you telephone the practice to find out your results.

Suggestions/Complaints

If you have any suggestions or complaints about the service provided we would appreciate hearing from you. Please feel free to speak to any of our Doctors or Senior Receptionists if you have any concerns. We also have a feedback/suggestions box at the front reception desk if you wish to give anonymous feedback. We believe problems are best dealt with in the Practice. However, if you feel there is a problem that is not being addressed adequately, and wish to take further action, you may prefer to contact the Health Care Complaints Commission via online form, phone or post.

Health Information Management Policy

The Wynter Street Medical Centre is governed by the Privacy Act of 1988. The information you provide to us is strictly confidential and used only for administration purposes, patient care and teaching within the Practice. All staff are required to sign a Confidentiality Agreement on employment. The only time your information may be disclosed is to others involved in your health care, eg Treating Doctors and Specialists outside this Practice, so as not to compromise the quality of the health care and treatment given to you. Under no circumstances is your information disclosed for any other purpose other than those set out above with consent.

***Doctors***

Dr. Anthony Giordano M.B.B.S. FRACGP.

Dr. Chris Larkin M.B.B.S., Dip. Obstetrics, (RACOG) FRACGP

Dr. Elamir Rizk M.B.B.S.

Dr. Eid Andrawes M.B., Ch.B. – FRACGP

Dr. Vern Munnings B. Med (Newcastle) Dip. (RACOG)

Dr Paul Beiboer BMed, FRACGP (Rural), FACRRM

Dr Sara Khalid MBBS

Dr Bassem Hana MBBCh

***Reception Staff***

La'Shea, Amii, Mel, Trish, Bec, Linda, Tea, and Asha

***Nursing Staff***

Kodee (RN), Maddie (RN), Tiahne (RN),

Merilyn (EN) Tamsen (RN)

***Urgent Appointments***

Please inform our receptionist if an urgent appointment is required. Reception staff may triage your request for an urgent appointment by asking the nature of the urgency. You will be seen by the first available doctor on that day (this may not be your "usual" doctor). All of our Reception Staff have undertaken emergency triage training.

***Home Visits***

Home visits are provided in the Taree area if the patient is too unwell to visit the surgery. These visits are usually done outside of normal surgery hours (i.e. lunch break or end of afternoon sessions), and may not be by your usual Doctor. Our doctors regularly visit local Residential Aged Care Facilities.

***After Hours***

We have a GP on-call, for emergencies, 24 hours a day, 7 days a week.

***Scripts & Referrals***

Good medical practice requires that a patient attends for repeat prescriptions and referrals. This especially applies when requesting an Authority prescription, or if the patient has not been seen recently. Please be aware that a fee may be charged for any services requested without a consultation.

***Telephone Calls***

All urgent calls will be put through to the nominated Doctor if they are available. All non-urgent calls are returned at the end of the Doctor's consulting session. Please give reception Staff as much information as possible so that they can make an informed decision as to whether or not the call requires immediate attention. All of our Reception Staff have undertaken emergency triage training.

#### *Doctors & Staff*