

PRACTICE INFORMATION SHEET



Welcome To Cammeray Medical Practice

Our dedicated team of general medical practitioners, practice nurses and receptionists strive to provide high quality, comprehensive health care in a professional, friendly and caring environment to all individuals and families in our community. Our practice is committed to safety and quality improvement and meets the high standards of the Royal Australian College of General Practitioners (RACGP) and Australian College of Rural and Remote Medicine (ACRRM) being accredited through General Practice Australia (GPA). All our doctors and nurses are vocationally registered and participate in continuing professional education programs.

Our Team:

Our Doctors:

- Dr. Eve Tsironis
- Dr. Michelle Moses
- Dr. Anna Bartlett
- Dr. Karolina Yohendran
- Dr. Sevvandi Premachandra
- Dr. Vanessa Jones
- Dr. Joel Cohen
- Dr. Michelle Breglec
- Dr. Aniello Iannuzzi

Our Nurses:

- Jane Townsend
- Nicola Steenson
- Shannon Narracott
- Katie Eliot

Our Reception Team:

- Anna
- Madi
- Melissa
- Oscar
- Hailey
- Ella
- Kirsten
- Sarah

Practice Hours:

Monday	8:00am - 5:30pm
Tuesday	8:00am - 5:30pm
Wednesday	8:00am - 5:30pm
Thursday	8:00am - 5:30pm
Friday	8:00am - 5:30pm
Saturday	8:00am - 12:30pm

We are closed Sundays and Public Holidays
 Our telephone lines operate 08:00am-5:00pm

Location And Contact Details

Level 1, Stockland Cammeray Square
 450 Miller Street,
 CAMMERAY NSW 2062

Phone: (02) 9955 5255

Fax: (02) 9955 4222

Email:

reception@cammeraymedicalpractice.com.au

Website:

www.cammeraymedicalpractice.com.au

APPOINTMENTS

Please use the HOTDOCS app or call us to make an appointment. Our standard appointments are 15 minutes long. Please notify staff if you require a longer appointment. A 15-minute appointment in most cases is enough for a single medical issue. Sometimes longer visits are necessary or advisable, as our doctors and nurses may need more time to attend to your needs.

Long visits should be booked for the following:

- more than one medical problem;
- complex problem that needs treatment;
- help with mental health matters;
- travel advice and immunisations;
- having a procedure;

Informing us that you need a long appointment helps us reduce waiting times for all our patients. If you are unsure, our staff can help you decide on the length of appointment you may require.

When booking, please request your preferred GP and notify staff of any changes to your contact details (address, telephone numbers and next of kin). If more than one person in your family wishes to see the doctor at the same time, please ensure separate appointments are made for each patient.

We hold some emergency appointments for our regular patients who call in the morning with urgent matters. We will endeavor to fit you in on the same day if urgent.

Despite our best intentions we sometimes run late. This is because someone has needed unexpected urgent attention. Medical emergencies will be dealt with according to clinical need; unfortunately, this can sometimes disrupt your doctor's schedule. You may telephone the practice to check on delays prior to your appointment. Thank you for your understanding.

Translating and relay services are available by prior arrangement (please notify reception at the time of booking if you require these services).

OUR PRACTICE TEAM

At Cammeray Medical Practice we provide a variety of services to meet all your primary healthcare needs. Our highly trained doctors and nurses are supported by our knowledgeable and dedicated reception staff. We utilise the skills and expertise of our entire team to bring you the best quality care.

All our doctors are able to assist you with your general health care. As well, most have special

interest areas, which can be found on our website and in our practice flyer.

OUR SERVICES

- Comprehensive General Health Care
- Women's Health
- Men's Health
- Antenatal and Postnatal Shared Care
- Pap Smears and Breast Checks
- Family Planning and Contraceptive Advice
- Implanon and Mirena Insertion/Removal
- Mental Health Care Plans
- Healthy Baby Checks
- Annual Health Assessments (for patients 75+ years of age)
- Care of the Elderly / Aged Care
- Palliative Care
- Chronic Disease Management
- Extended Primary Care Consultations such as GP Management Plans and Team Care Arrangements
- Diabetes Reviews
- Asthma and Anaphylaxis Management Plans
- Immunisations – infants and adults
- Travel Medicine Advice and Vaccines
- Skin Checks and Skin Cancer Management
- Minor Surgical Procedures
- Wound Care
- Cryotherapy for Skin Lesions
- Spirometry
- ECG (electrocardiographs)
- Ear Wax Removal

We encourage you to engage with your 'usual' or 'preferred' GP whenever possible in order to develop a strong therapeutic relationship which supports continuity of care. However, it is also good to become familiar with some of the other doctors in the Practice in case your regular GP is sick or on leave.

Our clinical team utilises a wide referral network and will help coordinate your care with other healthcare providers as required.

PRACTICE NURSES

Our Practice Nurses are an integral part of our clinical health care management team, assisting us in providing our patients with comprehensive care.

Their services include:

- Immunisations
- Health checks (children, elderly, work medicals, drivers' medicals)

- Maternal and New Parent Health
- Procedure assistance
- Wound care
- Spirometry, ECGs
- Triage
- Chronic Disease Management

AFTER HOURS CARE

Our practice has an after-hours mobile number for providing urgent medical advice and assistance to patients of our practice. When the practice is closed there is a recorded message with a telephone number to contact the doctor on call for the Practice. For all medical emergencies please call 000 or attend the Emergency Department at Royal North Shore Hospital or your nearest Hospital.

WALK INS Our practice operates on an appointment only system. In an absolute emergency “walk in” patients will be assessed by our nursing team.

HOUSE CALLS/HOME VISITS

House calls are available for our elderly and incapacitated patients who cannot physically attend the practice, by prior arrangement. Private fees may apply for these visits, please ask reception for further information.

For safety reasons we will not visit patients who are new to the clinic.

FEES AND BILLING

Cammeray Medical Practice is a privately billing practice and only provides bulk -billing services to DVA Gold Card patients. Aged Care pensioners and children under the age of 12 are charged a discounted rate. An up-to-date list of our fees is available at reception and on our website.

Medicare will pay eligible patients a rebate for the consultation and reception staff can assist you to claim this. All billing is at the discretion of the doctor.

ACCOUNTS AND PAYMENTS

All accounts are to be paid on the day of consultation. Payments can be made by cash, EFTPOS or Credit Card. Cammeray Medical Practice provides Medicare Online claiming, meaning that when you pay your fee, Medicare will place your rebate into your bank account the same day.

NON ATTENDANCE AND CANCELLATIONS

Failure to attend or cancellation of your appointment within 3 hours of the scheduled appointment time will incur a non-rebatable non-attendance fee. Our cancellation policy is available at reception and is also on our website.

FOLLOW UP OF TEST RESULTS

All test results are reviewed by your Doctor. If your results are normal and require no action, your doctor may not notify you

If your results are clinically important you will be contacted by the practice staff to make further arrangements. At times your doctor may contact you directly with pertinent results. You may telephone Reception to find out your Doctor’s comments on your test results. Clinical interpretation of your tests and specific results can only be discussed between you and your Doctor during an appointment.

COMMUNICATING WITH YOUR DOCTOR

At times you may need to leave a telephone message for your doctors, to inform them of urgent matters pertaining to your health. The reception team will take a message and your Doctor will address it, when time allows. This may take a couple of days. At your Doctor’s discretion, it may be necessary to initiate a telephone consultation with you. A Non Medicare-rebatable fees may apply. Your authorisation to charge these fees will be sought prior to commencement of the telephone consultation.

We discourage email communication between yourself and the practice as we cannot guarantee the security of all connections. However, if you wish to contact the practice for any general, administrative enquiries our email address is:

reception@cammeraymedicalpractice.com.au.

Please do not use email to make or cancel appointments, or for any urgent enquiries, as we do not continuously monitor our emails.

PERSONAL HEALTH INFORMATION

You have the right to access your personal health information (medical record). Should you wish to view or obtain information from your personal health record please complete a “Request for Personal Health Information” form, available at reception. Administration charges apply.

We can also arrange to have your medical records transferred to/from Cammeray Medical Practice by completing a “Request for Transfer” form. Administrative charges will apply for transfer of your medical record to another practice.

HEALTH INFORMATION & NEWSLETTER

We aim to provide you with up-to-date health information that is relevant and topical. A range of leaflets, posters and brochures are available in the waiting room, including information about health promotion, specific diseases and procedures.

All brochures and posters are reviewed regularly by our staff and doctors to ensure the content is current and consistent with our policies. Please feel free to take home any flyers or brochures of interest to you.

PRESCRIPTIONS AND REFERRALS

In the interest of patient safety, prescriptions will not be routinely provided without an appointment with a doctor. However, we are conscious that in some rare circumstances, an urgent repeat prescription may be required. These may be requested via telephone or online via HOTDOCS in line with our Repeat Script Request Policy. Fees will apply for non-consultation prescriptions. No repeats will be issued with these prescriptions. Your correct name and strength and of medication is required at the time of the request.

If you have a specialist appointment you need a current referral. You will need a doctor's appointment to obtain this. If you do not have a current referral, you Medicare rebate may be forfeited. Urgent referrals are only provided in exceptional circumstances and attract a fee.

No prescriptions or referrals via telephone request will be issued unless you have attended the Practice in the last 3 months. Please see our website for our prescription and referral request policy and our fees.

PRIVACY AND CONFIDENTIALITY

All consultation and medical health records held at this practice are strictly confidential. It is our policy to maintain security of personal health information at all times. Your health information is only available to authorised members of staff. All staff and doctors are required to sign and adhere to a Privacy and Confidentiality clause as part of their employment.

Please note that your personal health information may be collected, used and disclosed for the following reasons:

- Communicating relevant information with other treating doctors, specialists and allied health professionals;
- Follow up reminder and recall notices;
- Medicare/ Health Insurance purposes;
- Quality Assurance activities such as accreditation;
- Disease notification as required by law (eg. infectious diseases);
- Use by all doctors in the practice when consulting with you;
- Legal disclosure as required by a court of law (eg. subpoena, court order, suspected child abuse);
- Research purposes – de-identified (meaning that you are not able to be identified from the information given).

PATIENT FEEDBACK

We welcome your comments and suggestions. If you have any suggestions for improvements to the practice's facilities or services, please tell us using our Suggestion Box located at Reception. All suggestions are reviewed and considered as part of our continuous Quality Improvement program.

REMINDER SYSTEMS

Patients at this practice are automatically enrolled in a reminder system for routine checks. Reminders are usually made via a telephone call from our Practice Nurse or failing this will be sent in writing to your home address via post.

The practice also participates in national registers for Immunisations and Pap tests. Please let your doctor know if you wish to opt out of these.

RESEARCH PARTICIPATION

This practice engages in research activity and quality assurance audits. Your consent will be sought prior to participation in research activities. Any information that is to be used for research or auditing will be de-identified and treated with utmost confidentiality. All research participation is entirely voluntary.

COMPLAINTS

If you are unhappy with any aspect of your care or have a complaint about a possible breach of privacy, please discuss the matter with your Doctor or practice staff and complete a Complaint Form. This will be dealt with by the Practice Principals who will contact you to discuss and resolve any issues.

If you have a complaint that we cannot resolve to your satisfaction you may also contact the NSW Health Care Complaints Commission on 02 9219 7444 or 1800 043 159 or write to Locked Mail Bag 18, Strawberry Hills NSW 2012.

SMOKING POLICY

Smoking is not permitted in the practice premises or immediate surrounds.

WEBSITE

For more information, and to see a variety of patient resources, please visit our website: www.cammeraymedicalpractice.com.au.

If you have any questions regarding this information sheet or the services available at this practice please speak to your doctor or our reception team. Thank you