



# Practice Information

## Mission Statement

Main Street Medical Centre seeks to provide clients with high quality, ethical medical care with a friendly, professional, and comfortable environment, while maintaining quality of lifestyle for practice partners, staff and their families. This process involves:

- ✓ The provision of adequate time for patient's problems to be addressed.
- ✓ The provision of a caring, supportive work environment for clients and staff.
- ✓ Access to timely appointments, especially for urgent matters.
- ✓ Maintaining highest standard of Privacy.
- ✓ Ongoing education for all team members to ensure continuing high quality of care
- ✓ Maintain up to date equipment and standards as required by practice accreditation guidelines.

## Appointment Policy

Consultations at Main Street Medical Centre are by appointment and we reserve several appointments each day for urgent matters. We will do our best to give you an appointment with the doctor of your choice at the time that best suits you. If you are experiencing an urgent matter, and it is necessary to see your regular doctor, please let the receptionist know. The policy is that Reception will then ask your doctor whether you can be fitted in as an extra. If you have several subject matters that you wish to discuss with the doctor, or a more complex problem, you may need a longer appointment please advise reception when making the booking. We always have appointments for unwell children on the same day, however, the earlier we receive your request the easier it is to fit them in. Appointments can be made on our website online appointments, over the phone, or through the Health Engine app.

## Non-Attendance Fee

As we are a very busy practice, it can be difficult to gain an appointment with your doctor at times, we therefore ask if you are unable to attend your booked appointment please cancel at least 2 hours PRIOR. Failure to cancel or non-attend incurs a **\$20.00** fee for a standard appointment. This fee may vary depending on type of appointment booked. After two missed appointments all outstanding non-attendance fees must be paid before another appointment will be given. Emergency appointments excepted.

## Payment and Fee Policy

We require patients to pay for their consultation in full on the day of their visit. For most consultations the rebate can be claimed immediately through the Medicare Easy Claim System.

**Consult fees    Short - \$44.50    Standard - \$83.35    Long - \$121.85    Extended - \$159.55**

Health Care Card holders will be billed at a discounted fee. We bulk bill all Pension Card holders and children 15 years old and younger.

Additional fees apply for extra services at the time of consultations, for example Medicinal Cannabis, ECGs or lung function tests. Removal of skin lesions incur a fee. All patients are required to pay a fee for a removal of skin lesion, this includes pension card holders who are charged a maximum out of pocket expense of **\$90.75**. DVA Gold card holders and children 15 years and under will be bulk billed.

## Privacy Policy

Your medical record is a confidential document. It is the policy of this practice to maintain security of your personal health information at all times, and to ensure that this information is only available to authorised staff members. All doctors and staff appreciate and respect the need for total confidentiality within the practice. Our Privacy Policy is available on our website or if you would like a copy please ask the staff at reception to print a copy for you. We take any breach of these regulations very seriously.

## SMS Policy

Text messages are sent to remind patients of specific appointments, procedures and clinical reminders. If you wish to find out more about this service please ask receptionist for information and consent form. Please note standard appointments will not receive a text reminder at this stage.

## **Medical Reminder System**

If you are interested in being put on our reminder system for health checks, please speak to your doctor.

## **Pathology and Radiology Results Policy**

All test results are viewed by your doctor and they will call to advise patients of any 'urgent results'. For 'non-urgent' results the office staff will contact you to make a follow up appointment. If you do not hear from us then your test result was 'normal'. However, if you wish to discuss results with your doctor please feel free to book an appointment. Our reception staff are not able to give results over the phone.

## **Repeat Prescriptions and Ongoing Referrals**

In order to provide the best possible care and fulfil ethical and legal responsibilities we require that you attend a consultation with your doctor to receive repeat prescriptions for medication and referrals. The surgery is now capable of providing e scripts. For urgent essential prescriptions the doctor may be able to fit you in for a brief 'script only' appointment.

## **Home Visits**

Home visits are made for regular patients of the practice at the discretion of the doctor. If you feel your medical condition necessitates the need for a home visit, please contact the surgery as soon as possible after 8:00am and we will forward your request on to your doctor.

## **Extra Patient services**

Please advise us prior to your appointment if you require Disability access, require an interpreter or hearing assistance in your consultation, or you have an assistant/support animal to bring into the surgery.

## **After Hours Service**

For urgent after hours medical attention, please call the surgery on 02 6672 1200 and a recorded message will give you the contact telephone number for our doctor on call.

## **Telephone Advice**

If it is necessary to speak to your doctor, ring the surgery, leave your name and number and a brief explanation with the receptionist and the doctor will return your call at their earliest convenience. If the problem is urgent, please inform the receptionist of the urgency.

## **Complaints**

If you are unhappy with the service we provide at any time, we encourage you to please speak or write to your doctor or the manager. If you wish to take the matter outside the practice, please contact: Health Care Complaints Commission – Toll free in NSW 1800 043 159 Or in writing to Locked Mail Bag 18 Strawberry Hills NSW 2012 Or Email – [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

## **Practice Services**

The Doctors at Main Street Medical Centre have a diverse range of experience, training and interests in the medical industry. In addition to general medical consultations, we are able to offer you the following services

- \* Family Medicine
- \* Antenatal and Postnatal Care
- \* Family Planning
- \* Health Assessments
- \* Care Plans for chronic illness
- \* ECG's
- \* Skin Checks
- \* Cryotherapy
- \* NSW and QLD Work Cover
- \* Palliative Care
- \* Women's Health Care
- \* Men's Health Care
- \* Paediatric Care & Childhood Immunisations
- \* Medicinal Cannabis
- \* Medication Reviews
- \* Lung Function Tests
- \* Minor Surgery
- \* Travel Medicine and Vaccinations
- \* Home Visits