



Practice Information

Main Street Medical Centre is your hub for local General Practitioners.

Mission Statement

The independent practitioners working from this location seek to provide clients with high quality, ethical medical care with a friendly, professional, and comfortable environment. 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.

Appointment Policy

Consultations at Main Street Medical Centre are by appointment. Appointments can be made over the phone, online via our website, or app. Several appointments each day are assigned for urgent matters. 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. Appointments are available on the same day for unwell children, however, the earlier you request the easier it is to fit them in.

Non-Attendance Fee

It can at times be difficult to gain an appointment with your doctor, therefore 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. 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

Patients are required to pay for their consultation on the day of their visit. For most consultations the rebate can be claimed immediately through the Medicare Easy Claim System.

Appointment	Practice Fee	Medicare rebate	Out of Pocket	Pension	Out of Pocket
3 - short	\$45.25	\$19.60	\$25.65	\$33.25	\$13.65
23 - standard	\$85.00	\$42.85	\$42.15	\$74.00	\$31.15
36 - long	\$125.05	\$82.90	\$42.15	\$114.05	\$31.15
44 - extended	\$164.30	\$122.15	\$42.15	\$153.30	\$31.15

DVA Gold Card holders and children 15 years old and younger will be bulk billed. Additional fees apply for extra services at the time of consultations, for example Medicinal Cannabis, ECGs, Removal of skin lesions. All patients are required to pay a fee for a removal of skin lesions, this includes pension card holders who are charged a maximum out of pocket expense of **\$99.85** DVA Gold card holders and children 15 years and younger will be bulk billed.

Privacy Policy

Your medical record is a confidential document. It is the policy 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. The Practice 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. Any breach of these regulations are taken very seriously.

SMS Policy Text messages are sent to remind patients of appointments, procedures and clinical reminders. If you wish to find out more about this service please ask receptionist for information and consent form.

Medical Reminder System

If you are interested in being put on the 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 reception staff will contact you to make a follow up appointment. If you wish to discuss results with your doctor please feel free to book an appointment. The 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 a brief appointment is needed to obtain ongoing referrals. For urgent essential prescriptions the doctor may be able to fit you in for a brief 'script only' appointment. Repeat prescriptions can be ordered online through the website or HealthEngineApp 'Request Script' for **\$20.00**. The Doctors are now capable of providing e scripts.

Home Visits

Home visits are made for regular patients at the discretion of their 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 your request will be forwarded to your doctor.

Extra Patient services

Please advise reception 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 building.

After Hours Service

For urgent after hours medical attention, please call the surgery on 0266721200.

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 you received, you are encouraged to 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

Practice Services

General Practitioners at this location have a diverse range of experience, training and interests in the medical industry. The following services are available;

- * 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
- * Women's Health Care
- * Men's Health Care
- * Paediatric Care & Childhood Immunisations
- * Medicinal Cannabis
- * Medication Reviews
- * Palliative Care
- * Minor Surgery
- * Travel Medicine and Vaccinations
- * Home Visits