

Practice Information

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

Mission Statement

The independent practitioners working from this location seek to provide patients with high quality, ethical medical care in a friendly, professional, and comfortable environment. This process involves:

- ✓ Providing adequate time to address patients' concerns.
- ✓ Ensuring a caring, supportive environment for patients and staff.
- ✓ Offering timely appointments, especially for urgent matters.
- ✓ Maintaining highest standard of Privacy.
- ✓ Pursuing ongoing education for all team members to ensure high-quality care.
- ✓ Maintaining 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 the website, or AutoMed app. Several appointments each day are assigned for urgent matters. For urgent issues requiring your regular doctor, the reception staff will consult the doctor to determine if the patient can be accommodated as an extra. For multiple or complex matters, longer appointments may be necessary; patients are advised to inform the reception staff when booking. Same-day appointments are available for unwell children, with earlier requests increasing the likelihood of availability.

Non-Attendance Fee

To maximise appointment availability, patients must cancel appointments at least two hours in advance if unable to attend. Failure to cancel or non-attendance incurs a \$20.00 fee for standard appointments. After two missed appointments, all outstanding fees must be settled before booking another appointment. Emergency appointments are exempt.

Doctors Fees

Patients are required to pay for consultations on the day of the visit. Most consultation rebates can be claimed immediately via the Medicare Easy Claim System. The fee schedule is as follows:

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 aged 15 years or younger are bulk billed by the doctors. Additional fees apply for services such as medicinal cannabis consultations, ECGs, and skin lesion removal. Pension card holders incur a maximum out-of-pocket expense of \$99.85 for skin lesion removal, while DVA Gold Card holders and children aged 15 years or younger are bulk billed.

Privacy Policy

Medical records are confidential documents. Main Street Medical Centre maintains strict security for personal health information, ensuring it is only accessible to authorised staff. The privacy policy is available on the website or by request. Any breaches of confidentiality are taken 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 reception staff for information and a consent form.

Medical Reminder System

Patients interested in joining the reminder system for health checks are encouraged to discuss this with their doctor.

Pathology and Radiology Results Policy

All test results are reviewed by your doctor. Patients will be contacted directly for `urgent results`. For `non-urgent` results, reception staff will arrange follow-up appointments. Reception staff cannot provide results over the phone. Please book an appointment if you wish to discuss results with your doctor.

Repeat Prescriptions and Ongoing Referrals

To ensure optimal care and to comply with ethical and legal responsibilities, brief appointments are necessary for ongoing referrals. For urgent prescriptions, your doctor may accommodate a brief "script-only" appointment. Repeat prescriptions can also be requested online for \$20.00 via the website or AutoMed app. E-scripts are available.

Home Visits

Home visits for regular patients are at the doctor's discretion. Requests must be made as early as possible after 8:00 am, and they will be forwarded to the doctor for consideration.

Additional Patient services

Patients requiring disability access, interpreters, hearing assistance, or the presence of an assistant/support animal should inform reception staff prior to their appointment.

After Hours Service

For urgent after hours medical attention, patients can call 0266721200.

Telephone Advice

Patients needing to speak with a doctor can leave their name, number, and a brief explanation with reception staff, to be forwarded to your doctor. For urgent issues, patients should inform the receptionist.

Complaints

Patients dissatisfied with the service are encouraged to speak or write to their doctor or the Practice Manager. If you wish to take the matters outside the practice, contact the Health Care Complaints Commission at 1800 043 159 or via mail at Locked Mail Bag 18, Strawberry Hills, NSW 2012, or email at 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