

The Esplanade Medical Practice – Practice Information Sheet

PRACTICE DETAILS

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| Name | The Esplanade Medical Practice |
| Address | 22 The Esplanade, Thornleigh, NSW 2120 (corner of Oakleigh Ave) |
| Phone | (02) 9481 0914, (02) 9484 6336 |
| Website | http://wvmp.com.au |
| Doctors | Dr Anju Pandey, Dr John Warneford, Dr Jon Duffy, Dr Ceena Lee, Dr Shantiban Shanmugam, Dr Jae Min Park, Dr Kerry Kennedy |
| Nurses | Kate Colley, Laisa Geha, Sophia Mokhtar |
| Reception | Helen Moore, Bennie Clarke, Judy Morrissey, Georgina Rahi, Kasey Quigley |
| Administration | Sonia Travis, Raj Pandey |
| Pathology | Australian Clinical Labs |
| Practice Hours | Mon to Fri: 08:00 am to 06:00 pm Sat: 08:30 am to 11:30 am Closed on NSW Public Holidays |
| Pathology Hours | Mon to Fri: 08:00 am to 12:00 pm Sat: 08:30 am to 11:30 am |

EMERGENCY – If you need urgent medical care, please ring 000 immediately.

Patients experiencing chest pains or who think may be having a heart attack or stroke should phone 000 for an ambulance as the hospital is better equipped to deliver the best care and outcome for the patient. Patients who attend with chest pain should be aware they will be transported to hospital via an ambulance, however, delay in getting to the hospital may result in a worse outcome for the patient.

APPOINTMENTS

The Esplanade Medical Centre runs by appointment. Please call us on (02) 9481 0914 to make an appointment, follow up or to provide feedback or book online using our website <https://wvmp.com.au>. Appointments are usually made at 15-minute intervals. Emergencies will always be given priority, and our reception staff will attempt to contact you if there is any unforeseen delay, or the doctor has been called away.

Longer consultation times are available, so please ask our reception staff if you are a new patient, or would like to discuss multiple issues, need a pap smear, have mental health issues, need preventative health checks, Insurance or RTA Medical reports, need counselling for emotional difficulties, or need other procedures.

Please bring any relevant letters and test results from other doctors.

The doctors make every effort to run on time but sometimes an urgent problem may require extra time. To help our doctors, please make appointments for each family member as asking doctors to do a second consultation at the time of your appointment will delay the next person's appointment. Please inform the receptionists if you feel you need a longer appointment.

If you or a family member requires an interpreter service, we can organize this for you. Please let us know when you are making an appointment. We also offer Telehealth services either using phone or video consultations. Please check the website for more details or call us to find out more.

FEES AND BILLING POLICY

We are a mixed billing practice. Payment of Account is required at time of consultation. Fees are set in accordance with Australian Medical Association (AMA) guidelines. Pensioners/ Health Care Card holders are required to present their card for discounted fees to apply.

Main items are as shown below. Extra charges apply for other procedural items e.g., skin excision. Please enquire at the reception for details.

The following fees apply.

| Appointment | Out of Pocket | Medicare Rebate | Standard Fee |
|--------------------|----------------------|------------------------|---------------------|
| Standard | \$ 44.80 | \$ 41.20 | \$ 86.00 |
| Long | \$ 79.90 | \$ 69.90 | \$ 160.00 |
| Prolonged | \$ 92.60 | \$ 117.40 | \$ 210.00 |

The practice accepts cash, debit, or credit cards (Visa and Mastercard accepted). Cheques are not accepted.

We can transmit your Medicare claims securely online ensuring that you have your rebate back in your bank account within 24 hours.

Should you have any concerns with our fees or billing process please talk to your Doctor at the time of your consult.

DISCOUNTS

Bulk billing is available to Department of Veteran Affairs (DVA) card holders and children under 16 years of age (except on Saturdays).

Please note that bulk billing is not available on Saturdays including children under 16 years of age.

Discount Fees are available to Health Care Card Holders, Pension Card Holders, and some follow-up consultations.

CANCELLATIONS

Cancellation fees apply if we do not receive notice of your cancellation. We need 24 hours' notice if you wish to cancel an appointment. This enables us to reschedule the day for other patients.

If we receive late notice of your cancellation the fee may also apply. A fee will apply if you miss your appointment without any cancellation notice. Failure to give the required notice will result in cancellations fees equal to 50% of the consultation fee. Further appointments will not be booked until payment has been made.

Please note that these fees are not claimable on your health fund, private health insurance or Medicare.

COMMUNICATION POLICY

Our Practice gives patients sufficient information about the purpose, importance, benefits and risks and possible costs associated with proposed investigations, referrals, or treatments where possible to enable patients to make informed decisions about their health.

At The Esplanade Medical Practice, all patient phone calls are taken, or calls returned by our experienced Receptionists. Calls that need to be passed to the patient's doctor are then recorded in the Communication Book and discussed with the doctor. It is not a standard procedure to put calls from patients directly to the doctors.

Patients can book appointments by calling the Practice or online at any time from the Practice website or using an app.

Appropriate phone calls are relayed to the doctor for action. Telephone calls from Specialists and Health Professionals are put through to the doctor. The doctors will advise reception if they are expecting a call that they wish to take. Notes from telephone conversations are recorded in the patient's file.

The Doctors provide printed referral letters to the patient to see Specialists and Allied Health professionals as needed for further management.

The practice does not use emails to communicate with patients. Text (SMS) messages may be used for patient appointment reminders.

PATIENT HEALTH RECORDS

A patient health record is a detailed, confidential document compiled by a health professional over a period on a person. It is stored securely in an electronic format. Its primary purpose is to:

- identify a person accurately
- record symptoms and signs
- support diagnosis
- Document management decisions

Our receptionists will confirm on your arrival that we have the right person booked in. Staff will ask you to give your name, date of birth, and home address each time to ensure that we have the right patient.

FORMAT OF HEALTH RECORDS

To enhance continuity of care, each patient has their own individual file (as opposed to a family file). This record contains:

- all clinical information relating to the patient
- contact and demographic information including the patient's full name, date of birth, gender, and contact details
- self-identified cultural background (e.g., Aboriginal and Torres Strait Islander)
- the preferred contact in an emergency

TRANSFER OF REFERRALS

To ensure that referrals are sent to the right practice, this practice has a following procedure:

- Doctor gives referral to patient
- Patient brings the referral to reception
- Reception faxed to the referred Doctor
- Reception notes it in the fax register book
- Referral is put in an envelope and given to the patient to take to their appointment

TRANSFER OF MEDICAL RECORDS

New patients can fill out a form to request medical records transfer. That form is faxed to the previous GP who will send the old medical records. We prefer to receive them in electronic format (XML, or HTML). Any records received as paper printouts will be scanned into patients' records.

Existing patients' medical records can be provided for a fee of \$50 in electronic format.

RECALLS AND REMINDERS

This practice has a system in place for recalls and reminders e.g., results, pap smears and immunizations. If you do not wish to be included, please advise your doctor at the time of your consultation. If participating, please ensure all contact details are up to date.

FOLLOW UP OF TESTS AND RESULTS

This practice has an appropriate system in place for GPs to follow up clinically significant results.

The practice uses several secure electronic messaging systems (HealthLink, MedicalObject, etc) to receive test results and specialist letters. Those who do not support these systems will fax or post the reports, which are scanned immediately on receipt. The doctors check the results and make a comment regarding follow up for abnormal results.

Patients are called to come for review on the same day for urgent abnormal results.

All actions must be recorded in the patient's health record. It is at the discretion of the GP as to the level of follow up required for each case.

INTERPRETER SERVICES

For patients who may require a translation service, please advise reception at the time of booking so a telephone interpreter can be arranged.

CARE OUTSIDE NORMAL OPENING HOURS ARRANGEMENTS

If you require urgent medical attention in case of an emergency, please call the Ambulance on 000.

If you need medical attention outside our practice operating hours, please contact National Home Doctors Service on 13 7425. The practice phone is diverted to this service after hours.

FEEDBACK OR COMPLAINTS

If you have any comments, complaints, or criticisms or just a good idea, please fill in a suggestion form located near the front reception counter. Alternatively, please ask to speak to the Practice Manager or Practice Principal.

You can contact NSW Health Care Complaints Commission for further information at <https://www.hccc.nsw.gov.au>

PRIVACY

The practice is committed to providing Comprehensive General Practice care to all individuals and families in this community. All patient consultations and medical records are kept strictly confidential. To see our privacy policies please ask reception or visit the website.

HOME VISITS

The doctors at this practice look after their patients in nursing homes and at home when necessary. Please ask your doctor for more information.

TRAVEL MEDICINE

We offer a full range of Travel Vaccines. Please speak with your doctor 5-6 weeks in advance of your travel as it can take up to 4 weeks for vaccines to be effective.

PATHOLOGY

We have pathology on site for your convenience; most tests advised by GP's are bulk billed. Please see the staff for any questions or assistance.

REPEAT PRESCRIPTIONS

For your health and care an appointment is required for all repeat scripts.