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| ***Our Doctors******Dr Daniel James******Dr Mei Wee******Dr Hari Davuluru******Dr Hasindu Gamage******Dr Petrus Du Toit******Dr Tahir Arshad******Dr Hooria Maqbool******Dr Asif Ashraf******Practice Hours***Mon, Tues, Wed & Fri8:30am – 5pm(Closed between 12:30pm & 1:30pm)Thursday8:30am – 5pm (subject to change) |  |  |  |
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|  | **Services we offer:**General health Chronic DiseasePrevention & Wellness ManagementCOPD & Asthma Care Travel AdviceImmunisations Family PlanningAcupuncture Aged CareHome Visits Wound ManagementMinor Procedures Diabetes ClinicsMental Health Care LifestyleHealth Assessments EducationShared antenatal care Teleconferences |  |  | **31 Owen Terrace****Wallaroo SA 5556****Ph: (08) 8823 2002****Emergency – Dial 000****www.owenterracemedical.com.au** |  |
| PHONE: (08) 8823 2002OWEN TERRACE MEDICAL PRACTICE |
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| *After Hours*All Medical Emergencies**Dial 000**If you require urgent treatment outside of Practice Hours please call the Wallaroo Hospital on 8823 0200Nursing staff will triage and if necessary call the On-call DoctorFee structure for after hours varies – please enquire any costs when calling the Hospital.***URGENT APPOINTMENTS***Urgent appointments are available daily. Please advise the receptionist if you are unwell and you will be triaged and given an appointment at an appropriate time. Your call may be transferred to a nurse if required.***INFECTION CONTROL***To prevent the possible spread of infection, reception or nursing staff may ask you to attend the clinic from an alternate entrance. Upon your arrival, please contact the receptionist who will advise you where to wait. Your doctor will be notified and collect you from the alternate entrance. | ***WAITING TIME***We endeavor to keep waiting times to a minimum, however sometimes delays are unavoidable due to the unpredictable nature of a medical practice. Priority will always be given to patients requiring urgent medical assistance.***TELEPHONE ACCESS***Doctors in this practice may be contacted during opening hours. If the doctor is consulting, a message will be taken and the doctor will return your call when possible. Doctors require that you give a reason for calling and a current contact phone number when messages left. Please do not be offended when asked reason for your message. No message will be left if advised a ‘personal’ call. If your call is urgent, you may be transferred to a nurse who will assist you further. For all emergencies, please call “000”.***EMAILING BETWEEN THE*** ***PATIENT AND THE PRACTICE***Requests for information to be emailed between Practice and Patient or Patient and Practice will be declined without exception. Our Practice Policy reflects the need to safe guard all parties from potential exchange of sensitive information being received or being viewed by any person other than whom the email was intended and any liabilities resulted from this potential. |  |
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| OWEN TERRACE MEDICAL PRACTICETo Order Call: (225) 555 0155**Page 5**ATTENTIONGRABBERCOMPANY NAME HEREPHONE: (08) 8823 2002 |
| ***APPOINTMENTS***Consultations are normally 15 minutes for a single issue, however, if you need more time for multiple issues, please advise the receptionist when making your appointment.Please specify where possible the reason for your booking i.e. paperwork, pap smear to allow preparation for your appointment and to ensure enough time has been allocated.***HOME VISITS***At the discretion of the doctor, home visits are available to our regular patients only when every avenue to attend the Practice has been discounted. For information regarding a potential home visit please speak with our Nurses who assess the request and confer with your Doctor.***RESULTS***A doctor or nurse will contact you to make an appointment to discuss any abnormal results. If you have not heard from a doctor or nurse about your results, please call us, or make an appointment to discuss further.***RECALLS / REMINDERS***Our practice is committed to preventative care.We may issue you with a reminder notice from time to time offering services appropriate to your care. Reminder notices may either be via HotDoc text message to your mobile phone or by letter.If you do not wish to be a part of this system, please let your doctor, nurse or receptionist know.***REFERRALS / SCRIPTS / SICKNESS CERTIFICATES***Patients need to make an appointment to see a doctor for any of the above. Nurses are not able issue referrals, scripts or sickness certificates.All Doctors have the right to see a patient prior to writing a prescription. Remember to be organised with medications required at your consult with the Doctor.Patients are advised to book in advance for prescriptions. |
|  |  | ***GIFTING POLICY***We appreciate how patients love to show their appreciation, however sometimes this puts Doctors and the OTMP in a difficult position. Please know as sometimes ethical dilemmas can occur should you offer gifts whilst this can be seen as kind and endearing these are reported to the Practice Manager and if the gift is of great expense or is of a regular occurrence we may encourage you to donate the gift to a charity of your choice in your name on behalf of the Practice. Please ask staff for further information.***ONLINE APPOINTMENTS***We offer Online Appointment via HotDoc for non-urgent appointments onlyPatients who require urgent appointments are asked to call our friendly team to be triaged and offered an earlier appointment where necessary.Please chat with our friendly reception staff if you would like further information, or assistance setting up your HotDoc accounts. Accounts can be set-up via the HotDoc app available at Apple App Store and Android Google Play Store |
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| OWEN TERRACE MEDICAL PRACTICEPHONE: (08) 8823 2002 |
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| ***CANCELLED APPOINTMENTS***Early cancellation of appointments is requested. Please see information in missed appointment section below.***NON ATTENDANCE***Patients please note not attending an appointment has an impact on the Practice, its patients and you! Failure to not attend an appointment may result in future appointments being declined (please see billing information) and your care may be referred to the Hospital or another Practice. There may be financial costs to you in the future should you fail to cancel your appointment. You are welcome to speak with Practice Manager on the impact of missed appointments. |  | ***MISSED APPOINTMENTS***If you unable to keep an appointment it is requested that you inform us immediately to either cancel or reschedule.Failure to attend your appointment or provide us with aMinimum of 2 hours notice staff will register this as a non-attendance.If you fail to attend a second appointment or cancel with short notice staff will be alerted to your non-attendance. You will be issued with an account payable at a rate of $50 per 15 minute appointment missed before another appointment will be made. Your notes will be made inactive until accounts are finalised. |
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OWEN TERRACE MEDICAL PRACTICE

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***Consultation Fees***

***As of 1st October 2020***

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| **Item Number** | **Full Fee** | **Medicare Rebate** | **Gap** |
| 3 | $37.75 | $17.75 | $20.00 |
| 179 | $34.20 | $14.20 | $20.00 |
| 23 | $68.75 | $38.75 | $30.00 |
| 185 | $61.00 | $31.00 | $30.00 |
| 36 | $105.05 | $75.05 | $30.00 |
| 189 | $90.05 | $60.05 | $30.00 |
| 44 | $140.50 | $110.50 | $30.00 |
| 203 | $118.40 | $88.40 | $30.00 |

***Other services fees***

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| Excisions  | $25 |
| Holter Monitor | $30 for both concession and private |
| Spirometry | $10 for mouthpiece and disposable spacer |
| 2nd Missed Appointments | $50  |

#### ***BILLING***

Appointments are Bulk Billed for Pensioners and Healthcare Cardholders that can provide a current Centrelink concession card on request. Some services are excluded from Bulk-billing. As an example, minor procedures. You will be informed of out of pocket costs for procedures by your Doctor or Practice Nurse.

Commonwealth Seniors Cards are not considered concession cards at this Practice.

All non-concession appointments are required to be paid immediately after consultation. EFTPOS facilities available for your convenience.

Children and youth 21 years and under are bulk-billed at this Practice.

Health Assessments and Care Plans Bulk-Billed for all patients.

Medicals

Please call for a quote on the following privately billed appointments:

* Pre-employment Medicals
* Insurance Medical Requests
* Heavy Vehicle Drivers Licence & Accreditation

Workplace Injury

If you have injured yourself at work and are yet to receive a claim number we require you to pay in full for your consultations which can then be claimed from your employer or RTWSA.

If your claim is no longer valid or payment has been rejected you as a patient are responsible for settling all outstanding accounts immediately. Future appointments may be put on hold until the outstanding accounts have been finalised.

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#### ***INTERPRETER SERVICES***

If you require the services of an interpreter, please let the Receptionists know and they will assist you in accessing the appropriate agency

**The Translating and Interpreting Service (TIS** **National)** which is an interpreting service provided by the Department of Home Affairs for people who do not speak English

**NABS is the National Auslan Interpreter Booking and Payment Service.**

NABS provides interpreters for Deaf, Deafblind, and hard of hearing people who use sign language and would like an interpreter for private health care appointments

#### ***PRIVACY***

Your medical record is a confidential document. It is always the policy of this practice to maintain the security of personal health information and to ensure that this information is only available to authorised members of staff

#### ***PATIENT FEEDBACK AND COMPLAINTS***

We value your feedback and suggestions. While we believe that problems are best handled within the practice, you may choose to address your concerns to: Health and Community Services Complaints Commissioner (HCSCC) SA P O Box 199 Rundle Mall SA 5000 Ph. (08) 8226 8666 or Toll Free 1800 232 007 www.hcscc.sa.gov.au

PHONE: (08) 8823 2002