

## Fees

Our fee is payable at the time of consultation and we can normally lodge a Medicare claim immediately so that the Medicare rebate is received by you within a day or so. We do not routinely bulk-bill but some services such as chronic disease care plans and over 75 health checks are bulk-billed.

For most items where a fee is charged there is a discounted fee for pensioner concession or health care card holders so that the gap is limited to around \$20.00.

Standard consultation (level B - up to 20 minutes in length)

Fee payable at time of consultation \$78.00  
Concessional fee (pensioners) \$58.00  
Medicare rebate \$37.60

Level C consultation (more than 20 minutes)

Fee payable at time of consultation \$122.00  
Concessional fee (pensioners) \$92.00  
Medicare rebate \$72.80

Level D consultation (more than 40 minutes)

Fee payable at time of consultation \$160.00  
Concessional fee (pensioners) \$127.00  
Medicare rebate \$107.15

Fees for other items such as excisions will be advised when such procedures are needed.

## Communication

**Phone calls** - Doctors are usually able to discuss results of tests etc over the phone but will not interrupt consultations except in an emergency. Leave a message and a return call will be made later.

**Electronic Communications** - It is against our policy to email information as it is not medically secure. We will only email in exceptional circumstances.

## Management of your Personal Health Information:

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health/index.html> A "Privacy and Medical Records" information sheet is available on our website.

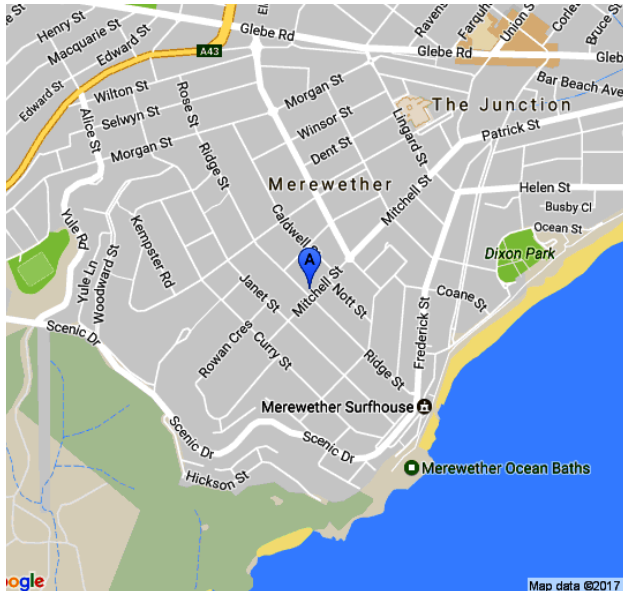
The practice participates in state and national recall and reminder systems such as the cervical screening, Australian Immunisation Register, Bowelscreen etc. If you do not wish to participate please let us know.

## Patient feedback

We are always grateful for any suggestions as to how we might improve the service we provide our patients. If you are unhappy with any aspect of the care provided by the practice we would prefer you to let us know about it either by telling your doctor or receptionist or by using the contact form on our website. The practice principal will then contact you to provide a possible resolution.

If you feel there is a problem you need to take up outside the practice you can contact:

The Health Care Complaints Commission  
Locked Bag 18, Strawberry Hills, NSW 2012



# Merewether Ridge Street Surgery



**54 Ridge Street, Merewether  
2291**

**Phone 4963 5187**

**[www.ridgestreet.com.au](http://www.ridgestreet.com.au)**

Welcome to our practice. Our aim is to provide a high quality comprehensive general practitioner service to our patients. This information sheet provides an outline of the services offered by the practice.

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## Appointments

An appointment is required for all consultations.

Monday to Friday: The surgery is open from 8:15am to 12:45pm, and from 1:45pm to 5:30/6pm. During the lunch break a message service will operate, however the recorded message will detail how to contact us if urgent advice is needed.

Saturday: Appointments commence at 8:30am and continue until all patients booked in are seen (around 11:30pm).

The standard time allotted for each appointment is 15 minutes. Please let the receptionist know when booking if you think you will need a longer appointment.

Urgent appointments. Some problems require attention urgently. Our appointment system sets aside several appointments that are reserved for people that need to be seen on the same day. If the surgery is fully booked and you feel urgent attention is required please say so and we'll try and find a time for you. We will endeavour to book your appointment with the doctor of your choice however this is not always possible for urgent appointments.

Running late. Despite our best efforts, sometimes it is very difficult to keep to schedule. You can help the surgery run to schedule by requesting long appointments where appropriate and deferring non-urgent problems when needed. We know your time is valuable. Feel free to check if we are running late so you can reduce the waiting time at the surgery.

Surgery consultations are preferred, however, in rare circumstances home visits can be provided at the doctor's discretion.

**Appointments can also be made online** through health engine. Please go to our website for more information.

**Reminder Texts** will be sent out the day before the appointment. Please check it thoroughly and reply to confirm your appointment.

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## Staff

The practice is staffed by doctors who each have considerable experience in general practice.

**Dr Syed Noor** is available for surgery consultation Mon, Tues & Thurs mornings.

**Dr Vicki Newing** is available Tuesday and Friday mornings and Monday and Thurs afternoons.

**Dr Stella Kingston** is available for surgery consultation on Saturday mornings.

**Dr Ann Koshy** is available for surgery consultation Tuesday afternoons and Thursday Mornings.

**Dr Ty Clayworth** is available for surgery consultation all day Wednesday and Friday.

Our practice nurse is **Julie Hewitt**.

Our receptionists are **Alison Barrett, Anna Lambert & Zac Smith**

## After hours care

Patients of this practice can access medical advice and care at any time. Outside of surgery hours medical care can be obtained through GP Access After Hours. This service is an initiative of local GPs (including GP's from this practice) together with State and Federal Health services. If you need healthcare advice after hours phone 1300 130147. This service provides telephone advice, GP clinics, and home visits if necessary. There is no fee to use this service.

## People with a disability

There is a ramp at the front of the surgery and assistance can be provided if required. Unfortunately our toilets are not wheelchair-accessible.

**Mobility parking** is available in the driveway at the side of the building.

For patients who have difficulty attending the surgery please speak with our reception staff about alternative arrangements.

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## Immunisations

This practice provides a full immunisation service. Where practicable immunisations are provided with the assistance of our practice nurse. In most cases these services can be bulk-billed.

## Surgical procedures

Minor surgery such as excision of skin lesions and repair of lacerations are performed at the surgery under local anaesthetic. All reusable instruments are sterilised in an autoclave. Generally it is necessary for the doctor to assess a skin lesion at an initial consultation before booking the excision. Lacerations are of course attended to as soon as possible. Removal of sutures is included in the fee for the procedure and is therefore "no charge".

## Pathology results

When pathology items (blood tests etc) are requested, your doctor will generally indicate to you the procedure for obtaining the results. This may be by attending the surgery again or by phone. In many cases the doctor will authorise the receptionists to pass on information to you. The receptionists are not trained to interpret pathology results and will only be able to pass on information as given to them. Receptionists are bound by the same rules of confidentiality as doctors, but if you have any special concerns about the handling of pathology results tell your doctor. Results of sensitive tests such as HIV tests will not be given by receptionists and you must attend in person to receive the result.

## Pathology Collection

Clinical Labs provide blood collection services on:  
Wednesday from 8:15am – 1:15pm  
Thursdays from 8:15am – 2:45pm  
Fridays from 8:15am – 2:45pm

You do not need to make an appointment, nor do you need to be a patient of the practice. However, a valid request form of any kind is required.