

**Information for Patients**

**Welcome to Angaston Medical Centre**

Angaston Medical Centre (AMC) is an accredited Medical Practice of registered General Practitioners providing a high standard of ‘whole person’ primary care to the community.

Our doctors are trained in minor surgical procedures and maintain and improve their general practice credentials by regular involvement in educational programs and ongoing study and offer inpatient and casualty services at Angaston District Hospital.

To assist our patients, we have provided answers to some frequently asked questions of our practice.

***What services do you offer?***

Our services are centred around ensuring we can provide ‘Whole Person’ care to our patients. Whole person care recognises that the best way to care for people with complex needs is to consider their full spectrum of needs. It is the coordination of health, behavioural health and social services in a patient-centred manner with the goals of improved health outcomes.

Our services include:

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| * Check-ups | * Pap smears | * All vaccinations |
| * Annual medicals | * Ante-natal shared care | * Minor surgery |
| * Sleep disorders | * Travel medicine | * Cryotherapy |
| * Family planning | * ECG | * Acupuncture |
| * Mirena | * Heart checks | * Weight control |
| * Asthma Clinic | * Adult & Youth Counselling | * Sports medicine |
| * Quit smoking programs * Pain Management * Skin Checks * Chronic disease Management | * Health promotion * Women’s health * Men’s health * Anaesthetics * Physiotherapy | * Dermatoscopy * Lifestyle medicine * Anaesthetics * Dietician * Minor surgical procedures |

***Where can I access your services?***

AMC has two practices in Angaston and one outreach service.

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| **Murray Street** | **Health on Washington** | **Swan Reach** |
| 46 Murray Street  Angaston  Mon – Fri 9am – 5:30pm  Telephone8564 2266 | 3-7 Fife Street  Angaston  Mon – Fri 9am – 5:30pm  Sat 9am – 11am  Telephone8564 2266 | Nildottie Road  Wednesdays  Telephone8570 2462 |

***What if I need a Doctor after hours?***

We provide emergency and casualty services 24/7 at the Angaston District Hospital. After hours, we prefer to see patients at Angaston District Hospital where additional resources are available if required. Angaston Medical Centre GPs provide a private, after-hours accident and emergency service at Angaston District Hospital to ensure locals have access to quality health care when required. Therefore, patients treated at Angaston Hospital by our doctors will have a gap to pay. This includes treatment for Concession Card Holders and children.

If your situation is not life threatening but you need medical attention, please call Health Direct on 1800 022 222 for further advice. In the case of a life-threatening emergency, dial 000 for an ambulance.

***Do you do home visits?***

We provide a home visiting service for patients who are too sick to come to the practice at our Doctor’s discretion and when clinically appropriate.

***What are your consultation fees?***

Full payment on day of service for consultations is required unless it is an after-hours, emergency or home visit. Payment plan options are available for patients experiencing financial difficulties and can be arranged with our Operations Manager.

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| **Item Number** | **Consultation** | **Consult Rate** | **Medicare Rate** | **Gap** |
| 23 | Standard | $79.00 | $39.10 | 39.90 |
| 3 | Short | $47.00 | $17.90 | $29.10 |
| 36 | Long | $133.00 | $75.75 | $57.25 |

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| **Hours** | **Maximum Total Gap you will pay** |
| 8:00am – 6:00pm | $100 |
| 6:00pm – 8:00am | $150 |

***Does a Concession Card apply to consultation fees?***

Patients with a Health Care Card or Pension Card will be charged our Concessional Practice Fee for their first visit in each six-month period. All subsequent visits in this period will be bulk-billed. Six-month periods commence on 1 August and 1 February each year. Department of Veteran Affairs Gold Card holders are Bulk Billed.

***How do I make an appointment?***

We offer three different ways of making an appointment

* Reception – 8564 2266
* Online - [www.angastonmedicalcentre.com.au](http://www.angastonmedicalcentre.com.au)
* Hotdocs - Download the free Hotdoc app on your mobile

***Will you remind me of my appointments?***

If you have a mobile phone, we will text you to remind you of your appointment. We also send reminder messages for preventative health care appointments such as Pap Smears, Vaccinations and Bowel Screening. Please let our reception staff know should you not wish to receive reminders.

***What if I do not attend my appointment?***

Should a patient not attend an appointment, a non-attendance fee of $25 for regular appointments and $30 for long appointments applies. Exceptions are for patients who notify reception staff a minimum one hour before their appointment or have a valid reason for non-attendance. Our Non-attendance Policy is available from our reception.

***I only need a repeat prescription, do I need to book an appointment?***

Yes, you will need to make an appointment. We want to ensure the prescription is still right for you. Some prescriptions are eligible for our prescription only appointments. These appointments are only 5 mins and are available during office hours at 9am, 2pm and 5pm. Please check with our reception to determine if your prescription is eligible for this service.

***How do I become a patient at the Angaston Medical Centre?***

To apply to become a patient, you will need to complete the new patient application form available from our reception desk or website. Our nurses will contact you within 1 week to organise a new patient appointment via a triage system. On arrival for your appointment, you will be required to complete a Patient Registration Information form and provide us your Medicare, concession and/or private health insurance details. Our New Patient Policy is available from our reception.

***What happens at my first consultation?***

Your first consultation consists of a consultation with both a nurse and a doctor and takes 45 minutes to ensure we provide a comprehensive assessment of your health, including previous medical history. During this consultation, a nurse will collect details regarding your past health, measure your height, weight, waist circumference, blood pressure, blood sugar. A doctor will gather your history, perform relevant examinations and discuss your current concerns.

***How do I get my test results?***

Call our Nurses on 8564 3244 between 8:30am – 5pm Monday to Friday for your test results. If a nurse is not available at the time of your call, please leave your name and number and a nurse will return your call within 24 hours.

***Who can access my personal health information?***

All our Clinical staff (Doctors and Nurses) at Angaston Medical Centre have access to patient information to provide you with safe and competent care. Other Angaston Medical Centre staff have limited access to your information. As your personal information is confidential, you must provide us with permission to release your information to anyone else. You can access your patient record by putting your request in writing. Please note, a fee may apply. Our Privacy Policy is enclosed in this information pack for your information.

***Who do I talk to if I have any concerns about my experience?***

We encourage all our patients to provide feedback about their experience at AMC. We welcome all suggestions and ideas for improvement and appreciate your input.

If you have concerns regarding:

* a staff member, please contact our Operations Manager
* a nurse, please contact our Nurse Manager
* a Doctor, please contact our General Manager

All complaints are handled in the strictest confidence. Should you not be satisfied with the outcome, please contact the Australian Medical Board on 1300 419 495.

***I need help with communicating my needs, how do I get help with this?***

We can help you access the National Relay Service or the National Translation and Interpreter service.

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| **HEARING IMPAIRED** | **TRANSLATION AND INTERPRETER SERVICE** |
| National Relay Service  **1300 555 727**  www.relayservice.com.au | TIS National  131 450  www.tisnational.gov.au |

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| ***Doctors*** | ***Interests*** |
| Dr David Adams | Aged care, men’s health and cardiology |
| Dr Ray Goodwin | Paediatrics, contraception, minor surgery, acupuncture for chronic pain |
| Dr Adrian Griscti | Children’s health, spider vein injections |
| Dr Jodi Whillas | Paediatric health, adolescent health, women’s health, skin lesion removal |
| Dr Christine Hoff | Women’s health, mental health, antenatal shared care, osteoporosis, palliative care |
| Dr Suzy Sevdicevski | Preventative medicine, chronic disease management, women’s health, paediatrics |
| Dr Marty Sterck | Paediatrics, men’s health, emergency medicine |
| Dr Katrina Morgan | Women’s Health, antenatal shared care, mental health, children’s health and preventative health |
| Dr Jeremy Nunis | Child health, ATSI health, palliative care |
| Dr Teedzani Petlo | Adolescent Mental Health, sports injuries, general procedures |
| Dr Jennifer Glaetzer | Anaesthetics, sexual health and small surgical procedures |
| Dr Bas Kirmani | Emergency medicine and mental health |
| Dr Fatemeh Haghsenas | Skin procedures, paediatrics, women’s health and chronic disease management |

***Executive Staff***

General Manager Naomi Graetz

Business Manager Michael Ryan

Operations Manager Janine Gladigau

Nurse Manager Stephanie Farmer