

Monday - Friday: 8:00am to 6:00pm.

Saturday: 10:00am to 2:00pm

Sunday: Closed

Public Holidays: See announcements.

This practice bulk bills patients with appointments and Medicare Cards (Non RHCA), valid 8:00am-5:30pm (Monday to Friday, exclude Saturday, Sunday and Public Holiday)

Appointments:

We offer appointments. If you are a new patient, we encourage you to visit our website: www.redfernstationmc.com.au to complete the Online Patient Registration form. Call us to make your appointment and come in 5 minutes prior to be registered. This will enable us to facilitate your waiting time. Where appropriate, please mention to reception the purpose of your consult so they can allocate the right amount of time to the appointment for you. Eg: Skin cancer check

Appointments are approximately 15 minutes during the morning and afternoon, but during lunchtime (12pm-2pm) only 10 minutes are allocated per appointment. If you require a longer consultation, please let the reception staffs know.

We have allocated times for walk-in and emergency patients. If the appointment books are full at the time of your walk in and you would like to be fitted in, this can be done but this will be privately charged as the Doctors are working harder to fit you in. Appointments will usually take priority over walk-in patients except in an emergency. We appreciate your understanding during these situations.

If you cannot make it to an appointment, please telephone, not email us at least 30 minutes in advance to cancel and rebook another appointment if need be. This will allow us to rebook another patient into that time. There are no penalty fees for missing an appointment. However, if you repeatedly fail to attend an appointment without calling us, our staff will call to advise you it is possible that your telephone booking privileges may be revoked. You will be considered for private billing on your next consultation, and a missed appointment fee will apply. This fee is \$150.

Fees:

We Bulk Bill Medicare (Non-RHCA) and Veterans' Affair card holders with an appointment between 8:00am - 5:30pm weekdays (excluding public holidays).

If you do not have an appointment and would like to be seen straight away you can ask for a 'fit in' appointment but you will be privately billed at minimum \$67.05, and the Medicare rebate is around \$37.05. Please note that this is a **fit in** appointment made to accommodate you. Our doctors will see you as soon as there is a space available between patients. Please keep consultations brief. If more time is required, please make an appointment to come back. This would be appreciated by patients with appointments.

We charge privately for Pap smear procedures at \$91.70 (you receive a rebate up to \$71.70 back from Medicare subject to Medicare ruling). Procedures will be privately charge depending on the procedure (minimum gap is \$35 for single use equipment). Rebate from Medicare is subjected to Medicare ruling. Other privately billed services include skin cancer checks and allergy testing. A full list of the fee paying services is available at the front desk. Please note that Bulk Billing is upon the discretion of the doctor you see..

Reciprocal Medicare card (Medicare cards marked 'RHCA' or 'Reciprocal Health') holders are also privately billed, and a rebate of around 70% is available from Medicare.

Patients who do not have a Medicare card (and patients who do not have their Medicare cards with them) are charged a minimum fee of \$67.05 Longer or more complex consultations will attract a higher fee of \$101.70. Our fees do not include pathology testing and radiology.

A blood pressure machine is available for hire at \$10 for 1 week. There is a \$50 deposit on the machine. This is to assist the Doctors in monitoring your blood pressure.

WorkCover: Consultations are charged upfront until a claim number is available. Estimated initial consult cost is \$198, not including procedural fees.

Outcalls during office hours: Our practice does not encourage outcall. If outcall is accepted, an outcall fee of \$150 applies in addition to private consult fee. Outcalls are for existing patients who reside within walking distance to the Practice. <1Km.

After hours:

After hours services are for pre-existing patients of the practice who reside within 30km of the surgery. The after hour service can be called on **87246300**. This service is bulk billed and has been paid for by the practice to improve patient care. If you are not an existing patient of the practice and are in need of non-urgent medical attention, please contact your usual GP or come back during opening hours. If you require urgent medical attention, please contact your nearest hospital (St Vincent's Hospital, 390 Victoria Street, Darlinghurst, ph **8382 1111** is the closest to us) or dial 000 for an ambulance.

Telephone calls:

Doctors discourage telephone consultations. It is in the patients' best interest to have a face to face consultation with the Doctors. We value our patients concerns, so please leave a clear message with the reception staff and the Doctors will return your call between patients when possible. The Reception staff will endeavour to do their best to assist you in any possible way.

Emailing:

Emails are accessed once per day by staff members. There may be a delay in the transfer of information. Please use this for non-urgent matters. Our Doctors discourage internet consultations.

Results and Reminder System:

Pathology results usually take a week to come back. The Doctors will give you a better idea depending on what specimen has been sent. We encourage patients to make an appointment to discuss their results. It is your obligation to chase up your own results. We have a recall system set up to recall you for urgent abnormal results.

Due to changes in Medicare funding not all pathology tests are bulk billed. You may sometimes get a bill from the pathology lab. Please call the lab to work out how much you are supposed to pay.

The Health Department runs a recall program for cervical cancer screening, which you can sign up for online at www.cervicalcancer.com.au.

Radiology results are usually faxed to us. You can ask radiology to courier it to us. Please allow one day for the courier service. You can also pick up the hard copies yourself.

Translators:

Our Practice uses telephone translators. If translator is utilized, patients are responsible for the translator fees (minimum \$38). If you need brochures in a different language, please let our staff know and they will refer you to the source.

Feedback:

If you have any queries or suggestions, please fill in our survey or feedback forms. We value your opinion. Should any dispute occur, we will do our best to settle it. Any other unresolved matters can be referred to a third party or the health complaints agency. NSW Health Care Complaints Commission. Ph 1800 043 159 or email hccc@hccc.nsw.gov.au.

Patient Health Information:

Our practice is fully computerized. All patient information is stored in the computers and backed up on a daily basis. 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 authorized members of staff.

Medical Records:

Incoming: To transfer records to this practice, please collect a transfer form from the front desk, and then ask the doctor to sign it. After both you and the doctor have signed the transfer form, take it to your previous doctor, and ask them to send us your records (your pre-existing doctor may charge for release of records, as this is usual practice). If you are unable to see your previous doctor and wish us to call and arrange to transfer on your behalf, this can be organized, although you will still need to fill in the transfer form. This will also attract a **\$38** (GST included) administration charge, in addition to any fees which your pre-existing doctor may charge for release of records.

Outgoing: To have your records transferred from this practice to another doctor, you will need to give us your written consent for us to release them. Please be informed there is a fee for Medical Record Transfer/Release. Our standard fee is \$38 (for 33 pages or less), over 33 pages, an additional \$1.40 per page is charged plus GST. Domestic postage is an additional \$8.00. Prepayment is required prior to processing. We will send your records by registered post. For all correspondence related to medical record transfer outgoing, please contact our Medical Record Transfer Team via email: admin@redfernstaionmc.com.au