

OUR FEES

Our Practice is a Private Cash Practice; payment is required at the time of your visit. Fees can be paid by cash, Bankcard, Master card, Visa or EFTPOS. **Gold Veteran Card Holders are exempt.** Concessions apply to **Commonwealth Concession card holders & children under 16 years of age.** Holders of a Pension/Health Care Card/under 16 will be bulk billed for all eligible consultations provided in normal business hours.

Current as from 01st November 2023

SURGERY CONSULTATION FEES

	<u>Private</u>	<u>Conc.</u>	<u>Rebate</u>
Brief Consult (Item 3)	\$48.00	\$39.00	\$18.95
Standard Consult (Item 23)	\$79.00	\$66.00	\$41.40
Long Consult (Item 36)	\$116.00	\$104.00	\$80.10
Prolonged Consult (Item 44)	\$154.00	\$141.00	\$118.00
Extra Long Consult (Item 123)	\$231.00	\$215.00	\$191.20

Procedural Items will incur extra charges. Discount does not apply to procedural items.

Our practice will be charging you the following fees for a **doctor review** appointment:

Level A Consultation	Item 3	\$ 33.95	Rebate: \$ 18.95	Gap payment: \$15.00
Level B Consultation	Item 23	\$56.40	Rebate: \$ 41.40	Gap payment: \$15.00
Level C Consultation	Item 36	\$ 95.10	Rebate: \$ 80.10	Gap payment: \$15.00
Level D Consultation	Item 44	\$133.00	Rebate: \$118.00	Gap payment: \$15.00
Level E Consultation	Item 123	\$206.20	Rebate: \$191.20	Gap payment: \$15.00

Waikerie Medical Centre is a private practice and we do ask for payment on the day of consultation. Your account will be lodged electronically with Medicare and rebates paid into your bank account. If you pay the 'gap only' amount at the time of your consultation the claim form will be lodged with Medicare. Once you receive the cheque back from Medicare you will need to forward it to Waikerie Medical Centre



AFTER HOURS FEES

PRIVATE PATIENTS & CONCESSION CARD HOLDERS

As from 1st November 2023

<u>Consult</u>	<u>Item No</u>	<u>Fee</u>	<u>Discount</u>	<u>Rebate</u>
Emergency	599	\$328.00	\$10.00	\$168.40
(after 11.00pm but before 7.00am)				
Emergency	585	\$283.00	\$10.00	\$142.90
(Monday –Friday: 07.00am-08.00am/6.00pm-11.00pm) (before 08.00am or after 12noon on a Saturday) (Sunday/Public Holiday : 08.00am-11.00pm)				
Emergency	594	\$108.00	\$10.00	\$46.20
(Monday-Friday: 6.00am-8.00pm) – subsequent patient (Saturday: 12 noon – 1.00pm) – subsequent patient				
<u>Between 8.00pm – 7.00am</u>				
Level A	5000	\$ 81.00	\$10.00	\$ 31.90
Level B	5020	\$123.00	\$10.00	\$ 53.90
Level C	5040	\$190.00	\$10.00	\$ 92.45
Level D	5060	\$262.00	\$10.00	\$129.65
Level E	5071	\$370.00	\$10.00	\$220.25

X-rays, sutures, fractures etc. will incur a charge in addition to a consultation charge

The Waikerie Medical Centre provides 24 hour emergency services to the Waikerie Hospital and Health Services.

These services are provided by Private Doctors and

WILL NOT BE BULK BILLED.

EFTPOS Facilities Available

All consultation and procedural items are to be paid in full on the day of consultation.

In emergency situations to receive a discount you have until 4.00pm the next working day to pay your account in full at the Waikerie Medical Centre

A DISCOUNT OF \$10.00 WILL APPLY TO ALL ACCOUNTS PAID ON THE DAY

NURSING SERVICES

MISSION STATEMENT

The Waikerie General Medical Practice strives to provide excellent quality health care to all patients who require treatment or medical advice, regardless of background, race, colour or religion.

Our team of professionals are committed to an environment of caring and excellence and respect the rights and needs of all patients and individuals and aim to uphold and fulfill them.



RESEARCH ACTIVITIES

The Practice participates in quality improvement programs. We supply deidentified patient data to NPS & PHN (Primary Health Network) The data collected is used to provide prescribing, data quality and clinical activity to the practice which further benefits patient's ongoing care. If you do not wish to participate in this program, you may opt out at any time. Paperwork is available from reception staff.

MY HEALTH RECORD

My Health Record is the new name of the national digital health record system. Having a My Health Record means your important health information like allergies, medical conditions and treatments, medicine details, test or scan reports can be digitally stored in one place.

Health Care Providers like doctors, specialists and hospital staff may be able to see it online from anywhere at any time when they need to, like in an accident or emergency.

My Health Record is protected and regulated by law, just like online banking.

Information Brochures are available from this practice.

SMS REMINDERS

Waikerie Medical Centre use SMS messaging for appointment reminders

Treatment Room: Nurses are available between the hours of 9.00am and 5.00pm Monday to Friday.

Bookings are necessary for procedures performed by the nurse. When booking an appointment with the nurse please advise reception which procedure you require. This will allow for the appropriate time required for the procedure. A \$5.00 fee applies to procedures referred from other Health Professionals or Practices.

Results: A nurse will be available for results by phone or visiting the surgery between the hours of **3.30pm and 5.00pm Monday to Friday**. Urgent results will be given by the nurse at any time provided they are not too busy.

Blood Tests: Blood tests are taken at the SA Pathology Patient Collection Centre located at the rear of the Waikerie Medical Centre from 8.00am to 12.00pm (Monday to Friday). No appointment is necessary. A pathology form from the doctor is required.

Immunization: An immunization clinic is held every 2nd & 4th Tuesday of the month at the Waikerie Medical Centre. You must book in for the clinic and your appointment will be directly billed to Medicare. The vaccinations are administered by a doctor.

Flu Vaccinations: A weekly clinic is held for flu vaccinations towards the end of March annually. Appointments can be made by phoning reception in early March.

Diabetes Clinic: A diabetes clinic is held regularly & is available to any persons with diagnosed diabetes. Please book an appointment at reception.

Asthma Clinic: An asthma clinic is held regularly & is available to any persons with diagnosed asthma. Please book an appointment at reception

Cardiac Clinic: A cardiac rehab clinic is held regularly & is available to any persons with diagnosed cardiac problems. Please book an appointment at reception

Recall reminder system: A recall system is available if you choose to participate in this service.

SKIN CANCER CLINIC: Dr Raphael Torome visits the Medical Centre fortnightly. Please contact Waikerie Medical Centre for bookings.

VISITING SPECIALIST

PSYCHOLOGIST
Mr Alex Pikel

FOCUS ONE HEALTH
Counsellors
8582 3823

ORTHOPAEDIC SURGEON
Dr John Van Essen
8267 2590

PSYCHIATRIST
Dr Varuni deSilva
8580 2525

PAEDIATRICIAN
Dr Dildeepa Naveen
7123 6148

AUDIOLOGIST
Audika
1300 557 745

REGIONAL RADIOLOGY
Ultrasound
1300 850 107

SKIN CLINIC
Dr Raphael Torome
8541 3500

PAEDIATRICIAN
Dr Preeti Shukla
8541 3500

CARDIOLOGIST
Flinders Cardiac Clinic
8204 5617



Funded by the Australian Government, after hours GP helpline is free (on landlines and some mobile phones) and provides you with access to a GP at night, on weekends and public holidays.

When your GP is not available and you have a health concern, call the after-hours GP helpline for medical advice and peace of mind. You will receive advice on what to do about your health concern and where to go if you need face-to-face care.

When you call the after-hours GP helpline, a registered nurse will complete an assessment and based on your symptoms the nurse may offer you a call back from a GP. The GP will contact you within 15 minutes or 1 hour depending on the severity and urgency of your health issue.

Call HealthDirect on 1800 022 222 to access a GP.

The after-hours GP helpline is not a substitute for face to face after hours care for those people who need it.

We are a government funded gateway, providing quality approved health information.



Australian Government
Department of Health



WAIKERIE GENERAL MEDICAL PRACTICE

PO BOX 396 (2 Strangman Road)

WAIKERIE SA 5330

Phone: 08 8541 3500

Fax: 08 8541 2218

Email: mhahn@waikeriemedical.com.au

Web: www.waikeriemedical.com.au

Dr Ian Gartley

M.B.B.S., Dip RACOG, FACRRM

Dr Jacobus van Staden

MSc, MBChB., FRACGP

Dr Tze Jing Choong

M.B.B.S.

Dr Kenan Wanguhu

M.B.Ch.B., DA, Dip Obst. FRACGP

Dr Renuka Konara

M.B.B.S

Dr Kellie Mibus

M.B.B.S., DRANZCOG, FRACGP

Dr Thilani Kiripitige

B.M.B.S.

SURGERY HOURS:

Monday to Friday: 8.30am to 6.00pm

Saturday: 8.30am to 11.00am

(EMERGENCY APPOINTMENTS ONLY 9.00am to 11.00am)

An AGPAL Accredited Practice

YOUR HEALTH TEAM

Dr Ian Gartley: Consults in family medicine, obstetrics, student/post graduate training & holds an active role in the local Division of General Practice.

Dr Ken Wanguhu: Consults in family medicine, obstetrics, minor surgery & specialises in anaesthetics.

Dr Kellie Mibus: Consults in family medicine, minor surgery, obstetrics & student/post graduate training

Dr Kobus Van Staden: Consults in family medicine, obstetrics & anaesthetics

Dr Renuka Konara: Consults in family medicine.

GP Registrars: Consult in all aspects of general medical practice as part of the Royal Australian College of General Practice (RACGP) & Australian College of Rural & Remote Medicine (ACRRM) post graduate training.

TMO: Trainee Medical Officer undertaking further training through Rural Academy of Clinical Excellence (RACE) Program

GP Interns: RDWA R2R GP intern program. 10-week rotation for GP Interns from Queen Elizabeth Hospital.

Medical Students: 3rd year Graduate Medical Students from Flinders University Rural Clinical School spend a year in Waikerie as part of their training.

Practice Manager: Marilyn Hahn

Reception Staff: Leanne Lawrie, Sheree Loffler, Di Fulwood, Christine Temple, Joanne Traeger, Nicole Sandy, Heather Hoffmann, Sharon Gore, Jenny Gogoll, Ali Tammo & Amber Sharrad

Nurse Manager: Kimberly Higgs

Diabetes Nurse: Judy Sparrow

Nurses: Michelle Ward, Karen Collins, Blair Evans, Hayley Brewer, Renee Hahn,

Availability of Doctors by Telephone: Doctors in this practice do not like to be contacted by phone during normal surgery hours. If your call is not urgent our receptionists will send a message & your call will be returned as soon as possible.

GENERAL SERVICES

Appointments: Standard appointments are 15minutes long. If you require a longer consultation (ie multiple problems, a pre-employment medical etc), please advise the receptionist when you are booking.

After Hours: If you are sick at night or on weekends, please phone the Waikerie Hospital on 8541 0555 for assistance.

Accident & Emergency: If you require urgent assistance (severe chest pain, breathing difficulties etc) please call 000 & ask for the ambulance. For all other incidents and accidents please contact the Medical Centre during business hours.

Home Visits: Home visits can be made by prior arrangements with your doctor if you are too sick to attend the Medical Centre for an appointment.

Telehealth: The Waikerie Medical Centre offers Telehealth consultations. This service is at the discretion of the visiting specialist. A GP or practice nurse are present during the consultation. SKYPE is the preferred method of communication.

Repeat Prescriptions: If you require a repeat of your current prescriptions, please book a 10 minute script appointment. These appointments are directly billed to Medicare. Urgent prescriptions can be arranged over the counter for a fee.

Follow up Referrals: Follow-up referrals to your specialist can be arranged by phoning reception. Please allow 1 weeks' notice for this. This service is provided free of charge. **Please note that new referrals to specialists will not be written without a doctor's consultation.**

Well Women's Clinics: Waikerie Medical Centre offers a clinic for routine women's health checks such as Pap Smears, Breast Examinations and general advice. Please call for an appointment.

Cancellations: 2 Hours minimum notice is required for cancellation of appointment on the day. Failure to keep your appointment or notify Reception of cancellation will incur a charge.

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 & ensure that this information is only available to authorized members of staff.

You may have noticed we often run late...

Being late is annoying for patients and stressful for staff and doctor. We are keen to fix our continual lateness. One of the problems is that our consultations are running overtime. Just 4 minutes extra per consultation means that the doctor is 1 hour late at the end of the morning! ***You can help by.....***Being aware that your time with the doctor will be about 12 to 15 minutes.

Being understanding if the doctor suggests you come back to address remaining issues (perhaps make a list of your current health concerns to share with the doctor and number them in order of urgency).

The Waikerie Medical Centre endeavors to provide high quality General Practice Medical care. A wide range of services are available at both the Waikerie Medical Centre & Waikerie Hospital.

ACCESS TO PERSONAL INFORMATION

You have the right to access and correct your personal information. Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing addressed to the Practice Manager and our practice will respond within a reasonable time (usually within 30 days). A charge will apply for this service which is not Medicare claimable. You will be advised of the charge at the time.

ABUSIVE BEHAVIOUR

This surgery has a **ZERO** tolerance to any abuse that may arise, be it directed at the doctor or Staff. Any abuse will disqualify you from further medical care. The only exception is a life-threatening emergency. These actions have the full support of the Medical Board of SA.

PATIENT FEEDBACK/COMPLAINTS

Your feedback is Important to our Practice. We always welcome any constructive comments or suggestions. Our staff are here to help you, so please don't hesitate to ask for assistance. Should you have any concerns or issues please address them in writing to your doctor or the Practice Manager. We take your concerns, suggestions & complaints seriously.

External complaints: If you wish to direct a complaint about the Practice to an external body, it can be forwarded to:

HEALTH & COMMUNITY SERVICES COMPLAINTS COMMISSIONER (HCSCC) S.A.

Telephone 1800 232 007 www.hcsc.sa.gov.au