



Information for Patients

ABN 32 965 934 068

61 Main Street
Alstonville
NSW 2477

Phone: (02) 6628 0505 all hours

Fax: (02) 6628 5627

Email: manager@alstonvilleclinic.com.au

The Annexe
2/4 The Avenue
Alstonville

NSW 2477

Phone: (02) 6628 1422

Fax: (02) 6628 1950

Dr Tony Lembke
Dr Michael Leslie
Dr Alison Skimmings
Dr Joshua Kingston

Dr Luke Hogan
Dr Jimmy C.M. Chiu
Dr Vicki Liu
Dr Mike Davis

Welcome to Alstonville Clinic. We offer a complete family medical service including emergency care; family planning; obstetric care; childhood medicine; health checks; hospital care; palliative care; minor surgery; health assessments; and chronic disease management.

Management of your personal health information. Your medical record is a confidential document. It is our policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised staff members. It is important to keep your contact details and next of kin information up to date. Please ask reception if you would like more information on our privacy policies.

Surgery Hours

Routine appointments with our doctors are available from 9.00 am to 4.30 pm Mon-Fri. Reception is open from 8.30 am to 5.00 pm. A doctor is available in the surgery for acute conditions on Saturday morning from 9.00 am to 11.00 am. The Annexe is open Monday to Friday. Opening hours vary depending on appointments.

After Hours – Phone 6628 0505

A doctor from this Practice is always available after hours for urgent medical conditions. When ringing the surgery after hours, a recorded message will let you know how to contact the doctor on call.

Emergency Numbers

Urgent medical care is available at any time. Call 6628 0505 immediately or, in surgery hours, come straight to the surgery. In an emergency, dial 000.

Appointments

To minimise delay, consultations are by appointment. We allocate 15 minutes for standard consultations – if you think you'll need more time with the doctor please let the reception staff know when you book. The out-of-pocket gap is the same for a standard consultation or longer consultation. Routine appointments can usually be booked ahead of time with the doctor of your choice. We work as a joint practice and on any day, one of the doctors is 'on call' and has no routine appointments. This doctor sees all patients who need acute or urgent medical attention on that day.

Reminder system

The Practice has a Reminder System for immunisations, general checks, cervical screening, diabetic checks and National/State/Territory reminders systems. Please notify your Doctor you wish to enrol in the Reminder System.

Walk in appointments

The Clinic has a Doctor available 'on call' every day to see all patients that need acute or urgent medical attention on the day. Please understand that you may need to wait to be seen even if you have booked an appointment, as patients requiring urgent attention will be prioritised.

Contacting your Doctor

Although most problems are best dealt with in consultation, a doctor will always be available during normal surgery hours for emergency advice. If our staff are unsure whether the matter is urgent, the caller is transferred to the On-Call Doctor immediately. All doctors have time set aside to talk to their patients about their results, etc. Please ask reception to confirm your Doctor's 'call time' for results. Email can also be used to contact your doctor, but is only checked once daily, so is best used for less urgent matters.

Follow-up and Recall of Patients with Abnormal Test Results

If you have an abnormal test result, you will be contacted by the Doctor. If we can't reach you by phone, a letter will be sent to your recorded address asking you to contact the surgeon. Please let our reception staff know any change in your contact details as soon as possible.

Preventative medicine

We recommend the following preventative measures for healthy living:

- * High fibre, low fat diet
- * Moderate alcohol intake, no smoking
- * Regular exercise
- * Annual medical check up
- * Immunisation
- * Cervical screening for women every 5 years or as indicated
- * Cholesterol estimation
- * Monthly breast & skin self-examination
- * Annual flu vaccination for those over 65
- * Annual bowel cancer screening for all over 50
- * Biannual mammograms for women 50-70

Translator/Interpreter Services

We have access to the TIS National Interpreter Service, free of charge for our patients who need help interpreting English. To book an interpreter, please advise our reception staff when booking your appointment.

Sterilisation

Instruments used in this practice are sterilised by an autoclave unit that meets all Australian standards.

Periodic Health Examinations

This Practice recommends routine 'health checks' at the following ages:

Children - 2 months, 4 months, 6 months, 12 months, 18 months, 4 years, 15 years

Women – 2 yearly until 40 then yearly

Men – 5 yearly until 50 then yearly

Travel Advice

We can provide up to date information on special hazards in certain areas including health issues and vaccination requirements.

Home Visits

Home visits are available if it is impossible, for medical reasons, for an existing patient to visit the surgery. This can be arranged by discussion with a doctor. Generally, it is preferable to see patients in the surgery where equipment and assistance is available. Home visits can only be conducted within the local 2477 area.

Hospital Visits

All our doctors have appointments to the Lismore Base Hospital and St Vincents Hospital. If you have arranged an elective admission to hospital or are admitted to hospital without seeing one of our doctors, please let us know so we can stay involved in your ongoing care if required.

Repeat Prescriptions

We offer an **Express Clinic** for **existing patients to obtain repeat prescriptions.**

Monday – Friday: 8.30am – 9.15am at the Annexe
5.00pm – 5.45pm at Alstonville Clinic.

There is no need to call ahead and all consultations are **bulk billed**. If you are unable to attend in these times, or need to discuss a separate medical issue as well, you will need to book an appointment with the doctor. A routine consultation fee may apply.

MyHR

We recommend people with a chronic health condition, pregnant women, and people who travel throughout Australia regularly, register for an electronic health record (MyHR). Please ask our reception staff for more information.

Suggestions and Complaints

We are always striving to improve the standard of service we provide to our patients. We welcome any suggestions you may have that could enhance the quality of service provided. Should you have a valid complaint, we would like to know of it immediately so that appropriate steps may be taken to remedy the situation. You can contact us via phone, email or leave a suggestion in the Suggestion Box at reception. Complaints may also be made to the relevant government authority – Health Care Complaints Commission, Locked Bag 18, Strawberry Hills NSW 2012 **Phone 1800 043 159.**

Assistance & Service Dogs

Registered assistance dogs are welcome in our reception & common areas, but cannot be taken into any sterile areas. We aim to minimise any separation between assistance dogs & their owners. Companion dogs & pets are unable to accompany patients into the Clinic.

Schedule of Fees

Standard consultation (>5 mins)	\$79.00
Long consultation (>20 mins)	\$113.00
Full Pensioner – Standard Consultation	\$66.00
Health Care Card – Standard Consultation	\$71.00
After hours – between 6pm-11pm or 7am-8am	\$240.00
After hours – between 11pm-7am	\$280.00

Children 5 years and under will be Bulk Billed for consultations during normal working hours. After hours fees will still apply.

For any other fee enquiries for procedures and miscellaneous surgery, please speak to our friendly Reception team.

Payment is requested at the time of your consultation. We accept EFTPOS, Visa, MasterCard and personal cheques. If you are experiencing any special circumstances or hardship, please discuss this with the doctor at the time of consultation. A significant proportion of all fees charged is refunded overnight through Medicare, directly into your nominated bank account. Please ask our Reception team if you are unsure how to register your bank account details. NOTE that the full fee is charged for all 'after hours' consultations for ALL patients (including children 5 years and under and those on a pension). Once you have received the Medicare rebate, the out of pocket cost to you will be as follows: -

In hours Consultation	\$42.00
After hours at the surgery	\$80.00
After hours at your home	\$110.00

The Immunisation Schedule

As per the current NSW Health Immunisation Schedule – refer to attached sheet

<u>Key Contact Numbers</u>	Alstonville Clinic	6628 0505 all hours
	Lismore Base Hospital	6621 8000
	Ambulance	13 12 33

Practice Staff – Nursing Sisters: Sr Janeen Morris RN (*Head Practice Nurse*), Sr Lyn Wad RN, Sr Wren Casement RN, Sr Jenni Dolby, Sr Karen Creighton RN, Sr Joni Mackenzie RN, Sr Donna Gibson RN (*Diabetic Educator*).

Practice Staff - Office & Reception– Helen Rankin Jarvie (*Practice Manager*)
Angela Marriott, Kerrilee Brown, Karan Tucker, Sue Bryant, Regan Vidler, Narelle Clark, Cally McFadden, Jodie Dardengo, Julie Spinks.

Allied Health Professionals – Carolyn Davis – *Dietitian*