

## Fees

Our fees are as follows:

Short	\$45.00	Nurse	
		Short	\$15.00
Standard	\$75.00	Normal	\$25.00
		Long	\$35.00
Long	\$105.00	Extended	\$50.00
Dietician Service			
Extended	\$140.00	Initial	\$85
		Review	\$70
Out of Hours Visit	\$180.00	2 or more	\$65

You are requested to settle your account at the end of your consultation. We accept cash, cheque, credit card or EFTPOS. We do not accept AMEX.

The practitioners in this practice are registered with **Medicare Australia Online** which allows us to process your Medicare claim for you. Please ensure you have registered your bank details with Medicare. Please ask our receptionists for further information.

## Privacy

Patients of the practitioners in this practice have the right to access their personal health information under the *Privacy Amendment (Private Sector) Act 2000*. In accordance with the Privacy Act, information about persons aged 16 years or older cannot be divulged to anyone else without the person's permission. Accordingly, all patient consultations and medical records are kept strictly confidential and are only available to authorised members of staff.

## Company Structure

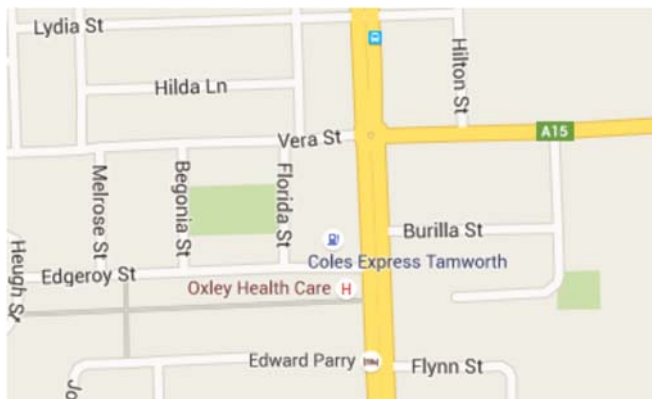
Oxley Health Care Ltd is a not for profit organisation providing health care administration and support services (Practice Management) to general practitioners at Oxley Health Care.



## Suggestions/Complaints

Suggestions and/or complaints can be discussed with either your practitioner or the Practice Manager. If you are not satisfied or your complaint cannot be resolved within the practice, you may wish to contact the Health Care Complaints Commission. The contact details are as follows:

*Locked Mail Bag 18  
Strawberry Hills NSW 2012  
Ph 02 9219 7444 or 1800 043 159*



Managed by Peel Health Care Ltd  
Practice Management Team

## Patient Information

"Working to support and sustain general practice now and into the future."



255 Goonoo Goonoo Rd  
(entrance via Edgeroy St)  
Tamworth 2340

PO Box 5377  
South Tamworth NSW 2340

☎ 02 6762 4664

📠 02 6765 4610

🌐 [www.oxleyhealthcare.org.au](http://www.oxleyhealthcare.org.au)

## Oxley Health Care Team

- \* Practice Manager - Bek Hooley
- \* Office Manager - Sheryl Hope

The practitioners at Oxley Health Care include:

- \* Dr Michael Killen, MBBS (UNSW)
- \* Dr Raph Kwa, B. Med FACRRM
- \* Dr Lisa Bron, MBChB DCH FRACGP MFM
- \* Dr Rebecca Mair, MBBS (Syd) FRACGP
- \* Dr Casey Sullivan, MBBSBsc (UNSW) FRACGP
- \* Sally Endacott - Credentialed Diabetes Educator
- \* Anne Segboer - Accredited Dietician

## Surgery Hours

Opening hours are from 8.30 am to 5.30 pm Monday to Friday. Saturday morning appointments are available from 8.30 am to 12.00pm (at Peel Health Care) Ph: 6766 8288. Please advise reception you are an Oxley Health Care Patient. On the day appointments only.

**After hours** care, including home and residential aged care are available by calling the duty doctor on 0401 155 558. For **emergencies** contact the Emergency Department at Tamworth Base Hospital on 6767 7435.

## Zero Tolerance Policy

Oxley Health Care has a zero tolerance policy. No abuse of staff is acceptable whether verbal or physical. Any incident of verbal abuse whether in person or over the telephone, will not be tolerated. All violence and intimidation is unacceptable and will not be tolerated within this surgery.

## Appointments/ Telephone Calls

For continuity of care please request your preferred GP when making appointments.

The Practice works on a 15 minute appointment basis, however some initial appointments may be booked for 30 minutes in order to take a full medical history. Patients attending for their initial appointment are asked to arrive 5 minutes early to allow time for reception staff to enter the patient's general details into the data base.

If you need a long appointment or a specific service such as a pap smear, a pre-employment medical, RTA Medical or an insurance medical, please advise the receptionist so that more time can be allocated.

Oxley Health Care has a strong emphasis on its nurses. You may be seen by the nurse for immunisations, wound care, pap smear, initial medical observations, an acute problem etc

The practitioners try to run on time and not keep patients waiting. However, sometimes delays are unavoidable, so we request your patience. If you have time restrictions please phone ahead to check on probable waiting times.

For non urgent appointments please ring after 10.00am .

## Cancellations

If you can't attend an appointment, please notify the practice as soon as possible. **We charge a \$35 fee for appointments that are missed without adequate notification.**

## Telephone Interpreter Service

For translating and interpreter services phone  
1300 131 450

## Test Results

Discussion of test results is best done with a follow up appointment with the GP. You may also phone to speak with the nurse.

***It is advisable to call the Practice after 2pm as this will allow urgent calls to be attended to in the morning.***

If the nurse is unavailable they will return your call at the end of the session. Except for urgent tests, please allow several days for pathology results to be processed . Please note all pap smear results will be mailed out to you. We recommend you book an appointment with the GP if you have had an X-Ray or scan completed.

## Repeat Scripts

Repeat prescriptions and referrals will require you to make a short appointment with the GP. If you haven't had a review of your script for more than 3 months you will need to book a standard appointment. All authority scripts require a booked appointment with the GP.

## Immunisations

Most immunisations are carried out by the practice nurse under direction of the GP. Childhood immunisations are bulk billed through Medicare.

## Health Assessments and GP Management Plans

The practice offers all patients with chronic and complex problems a full health assessment. GP's place patients on management plans to maximise health outcomes. Ask your GP about this services when next visiting.