

Fees

Fees and charges are clearly displayed in the reception area. You are requested to settle your account at the end of your consultation. We accept cheque, credit card or EFTPOS.

We are also registered with Medicare Australia Online which allows us to process your Medicare claim for you. If you are interested in receiving your Medicare rebate automatically via Medicare Online, rather than through a Medicare Office you will need to have registered your bank details with Medicare. Please ask our receptionists further about this.

Privacy

Patients of our 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 authorized members of staff.

Suggestions/Complaints

Suggestions and/or complaints can be discussed with either your doctor 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



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ABN 64 113 301 125

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

103 Peel Street
(entrance via Marius St)
Tamworth
NSW 2340

PO Box 3496
West Tamworth NSW 2340

Telephone: 02 6766 8288

Fax: 02 6766 8262

www.peelhealthcare.org.au

Version: 8
Dated: 13 August 2009

Peel Health Care Team

* Practice Manager—Lyn Stewart

Our friendly Clinical Team includes:

- * Dr Tim Robilliard, MBBS (Syd)
- * Dr Jenny May, B Med (Hons) FRACGP FACRRM
- * Dr Daniel Diebold, MBBS (Syd)
- * Dr Olivia Magno, MBBS FRACGP
- * Dr Vince Manners, MBBS (UNSW) FRACGP
- * Dr Leonie Kirkwood, MBBS (Syd) DA DROCG
- * Dr Tim Bosse, FRACGP FRNZCGP
- * Chris Jarrett - Dietitian
- * Brooke Dalzell – Podiatrist
- * Quentin Dignam –Clinical Psychologist
- * Caroline Davie – Physiotherapist
- * Sue Willis - Practice Nurse
- * Alicia Bonomo - Practice Nurse
- * Ruth Bock - Practice Nurse
- * Anne McHugh - Practice Nurse
- * Catherine MacRae - Practice Nurse
- * Roslyn Dart - Practice Nurse

Surgery Hours

Opening hours are from 8.30 am to 5.30 pm
Monday to Friday, 8.30am to 12.00pm Saturdays.

Home visits during business hours are available by calling the surgery during its normal opening hours on 6766 8288.

After hours care, including home and residential aged care are available by calling our duty doctor on 0401155 558.

For **emergencies** contact the Emergency Department at Tamworth Base Hospital on 6767 7435.

Appointments

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 or an insurance medical, please advise the receptionist so that more time can be allocated.

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

Our doctors 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 time.

Cancellations

If you can't attend an appointment, please notify the practice as soon as possible.

We charge a \$20 fee for appointments that are missed without adequate notification.

Telephone Interpreter Service

For translating and interpreter services phone
1300 131 450

Test Results/Telephone Calls

Discussion of test results is best done with a follow up appointment with the GP. You may also phone to speak with the nurse or GP if available. If the nurse or GP 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 a year you will need to book a standard appointment. All authority scripts require a booked appointment with the GP.

Immunisation

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 and encourages GPs to place patients on management plans to maximize health outcomes. These services are bulk billed. Ask your GP about this services when next visiting.