



Total Health Pottsville

GENERAL PRACTICE

10a Elizabeth St Pottsville NSW 2489

Ph: 02 6676 1744

Web: www.totalhealthpottsville.com.au

General Practitioners

Dr Kirsten Patterson

Dr Nicholas Papadopoulos

Dr Sarah Martin

Dr Robin Watts

Dr Emily Watt – Parental leave

Dr Erin Martinelli

Opening hours

Monday to Friday

8.30am to 5pm

ONLINE APPOINTMENTS AVAILABLE VIA OUR WEBPAGE: www.totalhealthpottsville.com.au

Mission Statement

Total Health Pottsville seeks to provide patients with high quality medical care in a friendly, professional & comfortable environment, while maintaining quality of life style for practice partners, staff & their families.

This process involves:

The provision of adequate time for people's problems to be addressed.

Access to timely appointments, especially for urgent matters.

The provision of a caring, supportive work environment for staff.

Maintaining highest standard of privacy.

Providing & supporting ongoing education for partners & staff.

Maintain up to date equipment & standards as required by practice accreditation guidelines.

Payment and Fee Policy

We are a private billing practice.

Fees effective from 1st January 2024

Our standard consultation fee is \$87.85 for non-concession card holders. Longer consultations will be billed at a higher rate but the out-of-pocket expense remains as \$45.

Our standard consultation fee is \$67.85, for Pension Card Holders, HealthCare Card Holders, Commonwealth Seniors Card holders and High School Students. Longer consultations will be billed at a higher rate but the out-of-pocket expense remains at \$25.

Telephone consultations fee for non-concession card holders is \$87.85 with an out-of-pocket expense of \$45. Telephone consultations fee for Pension Card Holders, HealthCare Card Holders, Commonwealth Card Holders and High School Students fee is \$67.85, out of pocket expense of \$25. **Patients must have a face-to-face appointment with in the previous 12 months be eligible for a Medicare rebate.**

Primary School Children and under and patients 80 years and over will be bulk billed.

DVA Gold Card Holders will continue to be bulk billed.

Patients that miss a face to face or telephone appointment will be charged a DNA fee of \$20.

Appointment Policy

Our consultations are by appointment. We reserve several appointments each day for urgent matters. We will do our best to give you an appointment with the doctor of your choice & at the time that best suits you. If it is an urgent matter & necessary to see your regular doctor, please let the receptionist know & they will ask your doctor whether you can be fitted in with your doctor of choice.

If you have several problems, or a complex problem, you may need a longer appointment. Please ask our staff at reception when making the booking if you require this.

- We endeavour to see all sick children; of course, the earlier we receive your appointment request, the easier it is to fit them in.

Due to COVID 19 the Government have introduced Telehealth consultation for current patients of the practice. To protect our staff and doctors we encourage our patients with cold and flu-like symptoms to book a telephone consultation. Your doctor will determine the need for you to have a in person consultation.

After Hours Service available by calling Chevron After Hours Services – 07 5532 8666. Free urgent medical assessment, advice and service connection call North Coast Connect – 1800 198 888. Health Direct: Speak to a registered nurse: 1800 022 222.

Medical Reminder System

Reminders for important blood tests or other health checks are sent via SMS message.

Pathology and Radiology Results Policy

Our practice sends a SMS to your mobile phone when your doctor has checked your blood or radiology results.

- If a blood test or radiology result is abnormal and "Urgent", the doctor will call the patient as soon as able.
- If a blood test or radiology result is designated abnormal but "Non-Urgent", you will receive a SMS message requesting that you make an appointment to discuss.
- For patients without a mobile phone, the reception staff will contact you to make a follow up appointment.
- We endeavour to book "non-urgent" result discussion appointments within 14 days where possible.
- Usual fees will apply for follow up appointment to discuss abnormal results.

Repeat Prescriptions & Ongoing Referrals

A brief appointment is needed to obtain repeat prescriptions & ongoing referrals. For "Urgent Essential Prescriptions", the doctor will attempt to fit you in between appointments. This will only be for the prescription. For any other matters you will need to make a further appointment.

Telephone Advice

If it is necessary to speak to your doctor, ring the surgery, leave your name & number & a brief explanation with the receptionist & the doctor will schedule your call either at the end of the session or in between patients. If the problem is urgent, please inform the receptionist of the urgency. These telephone appointments may attract usual fees.

Practice Services

The Doctors at Total Health Pottsville have a diverse range of experience, training & interests in the medical industry. In addition to general medical consultations, we are able to offer you the following services:

- Antenatal & Postnatal Care
- Family planning & Contraception
- Care Plans for Chronic illness eg. Diabetes
- Skin Checks & Excisions / Cryotherapy
- Aged Care
- Men's & Women's Total Health Care
- Paediatric Care & Childhood Immunisations
- ECG's & Lung Function Tests
- NSW & QLD Workcover
- Travel Medicine & Vaccinations
- Mental Health
- Adolescent Health

Complaints

If you are unhappy with the service we provide at any time, we encourage you to please speak or write to your doctor or the manager. If you wish to take the matter outside the practice, please contact: Health Care Complaints Commission – Toll free in NSW 1800 043 159

Or in writing to Locked Mail Bag 18 Strawberry Hills NSW 2012 Or Email – hccc@hccc.nsw.gov.au

Feedback

Please feel free to use our suggestion box at the front desk for any concerns or feedback you wish to give. All feedback received is considered confidential.

Privacy Policy

Your medical record is a confidential document. It is the policy of this practice to maintain security of your personal health information at all times & to ensure that this information is only available to authorised staff members. All doctors & staff appreciate & respect the need for total confidentiality within the practice. We are all trained & are aware of the rules & regulations within the "Australian Privacy Principles (APPs) February 2014". We aspire to adhere to these regulations.

If you require access or copy of your medical notes, please submit a written request to the practice.