

Practice Information Sheet

AFTER HOURS ARRANGEMENTS

For urgent after hours care please ring **000** or go to **Singleton Hospital** Phone 65719 222 (Dangar Rd Singleton)

For after hours medical advice call



on **1800 022 222** to access a GP.

Call the after hours GP helpline for medical advice. 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.

Monday to Friday 6pm - 7.30am
Saturday from midday
Sunday and Public Holidays all day

REMINDER SYSTEM

Ungooroo GP & Health Services has a computerised reminder and recall system for preventative health care which includes:

- Health Checks
- Cervical Screening / Bowel / Breast
- Immunisations
- Chronic Disease Management for Asthma and Diabetes
- Appointment reminders
- Non urgent results follow up

Please discuss with your doctor if you do not want to receive these reminders.

COMMUNICATION POLICY

The doctor, nurse or health worker may be contacted by phone during surgery hours. If the doctor is with a patient our reception staff will take a message and they will contact you when available.

PATIENT RESULTS

The doctor will advise you how long it will take to receive your test results. You will need to make a follow-up appointment to discuss your results.

If results are clinically significant you will be contacted by our staff to make an appointment with the doctor.

Reception are unable to give you your results over the phone.

HEALTH INFORMATION MANAGEMENT POLICY

Ungooroo GP & Health Services is a NSW Health Provider in the private sector, bound by the Health Records and Information Act 2002 (NSW) and the Privacy Act 1988.

The Australian Privacy Principles and the NSW Health Privacy Principles set the standards by which we handle personal information collected from our patients as we are committed to providing quality health care for our patients and we recognise the importance of ensuring that our patients are fully informed and involved in their health care.

As part of our commitment to providing quality health care it is necessary for us to maintain files pertaining to your health.

The files contain the following information: personal details (your name, address, date of birth, Medicare number), your medical history, notes made during the course of medical consultations, referrals to other health providers, results and reports received from other health service providers.

The file will be accessed by your medical practitioner and where necessary by other practitioners in the practice. It will also be necessary for our staff to handle your file to address the administrative requirements of running a medical practice. Our staff are bound by strict confidentiality requirements as a condition of employment.

At times, it may be necessary to allow external organisations to access our practice and possibly to view medical records. They will obviously be aware of the need to preserve the requirement of the privacy act. Ordinarily we will not release the contents of your medical file without your consent; however we advise that there may be occasions where we will be required to release details, for example, where the law requires it, such as a subpoena.

We advise that as a patient of this practice, you have rights of access to any information we hold concerning you. Should you wish to access this information, we refer you to our handout entitled "accessing your medical record". This practice does not intend to disclose your personal information to overseas recipients.

HOW TO PROVIDE FEEDBACK OR MAKE A COMPLAINT

We welcome any feedback or concerns you may have.

Should you at any time, have a complaint in relation to the services of this practice.

If you feel the issues needs to be addressed by an outside body please contact:

Health Care Complaints Commission
Level 12, 323 Castlereagh St, Sydney NSW 2000
Phone: 1800 043 159
complaints.hccc.nsw.gov.au

PRACTICE BILLING PRINCIPLES

Ungooroo GP & Health Services is a bulk-billing practice.

Please make sure you bring your Medicare card and any other Concession cards with you.

www.ungooroo.com.au



**If you would like to make an appointment,
please contact the office on 6571 5111
or email admin@ungooroo.com.au**