

Management of your personal health information

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the Australian Privacy Principles available at www.privacy.gov.au/health/index.html.



GP **superclinics**

Smoking policy

This practice has a no smoking policy.

Consultation Fees

Standard Consultation	\$ 75.00
Long Consultation	\$ 115.00
Pro Longed Consultation	\$ 155.00

Afterhours Consultation Fees

Standard Consultation	\$115.00
Long Consultation	\$155.00
Pro Longed Consultation	\$195.00

Fees and billing arrangements

Fees are payable at the time of consultation by cash, cheque or EFTPOS. Easy Claim is also available for immediate Medicare rebates to your CHEQUE or SAVINGS account. Doctors at this practice will bulk bill those holding a Commonwealth Pension Card, Health Care Card and children under 16 years. If you have any difficulty in paying our fees, please discuss this with your GP.

Home and other visits

Blackheath Family Medical offers Home visits to regular patients between Medlow Bath and Mount Victoria. Please call the practice to arrange a visit.

Telephone access

GPs in the practice may be contacted during normal opening hours. If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP will return your call. In an emergency your call will always be put through to a GP or nurse.

Getting Results and Script Renewals

Appointments are required to obtain any Results, Referrals and Script Renewals. Our receptionist will not be taking any request for any of these items. Your doctor can advise you of when you should make a follow up appointment for these.

Reminder System

Blackheath Family Medical Centre practice is committed to preventative care. Your doctor will seek your permission to be included on our reminder system. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system please let your doctor or one of our receptionists know.



**Blackheath Family
Medical Centre**

**108 Wentworth Street, Blackheath NSW 2785
Ph: 4787-8225 Fax: 4787-7494**

Our Doctors

- Dr Paul Stephens Dr Ann Cripps
- Dr Arshad Merchant
- Dr Louise Karan

Our Nurses

- Melanie Shields Kimbalee Krautz
- Tomos Newkirk

Our Allied Health Professionals

- Julian Saunders – Osteopath
- Amanda Watts – Dietician
- Shelby McMillan – Podiatrist
- Lee Cossey - Physiotherapy
- Olly Zekry – Clinical Pharmacist
- Philip Lambert – Psychiatrist
- Andrea Hah – Exercise Physiologist
- Richard Brailey – Chiropractor
- Barbara Rose - Midwife
- Australian Hearing
- Claudia Vayda - Psychologist

Hours of Operation

Monday – Friday
8:30am – 6pm
Saturday CLOSED
Closed Public Holidays

The Practice Team

- Natalie Allen – Practice Administration Manager
- Toni Imrie – Medical Receptionist
- Eva Ford – Medical Receptionist
- Matilda Foley – Trainee Medical Receptionist

Appointments

Please ring - for an appointment. Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please ask our receptionists if you require some extra time.

Please notify reception immediately if you require urgent medical attention.

If your condition is life threatening, dial '000' for an ambulance.

Our appointment system can accommodate urgent appointments required on the day.

If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment.

Care outside normal opening hours

Blackheath Family Medical Centre runs a GP lead after hour's service. Please call the practice on 4787-8225 to be advised of the number of the on call Doctor.

Cancellation and Non-attendance

We would appreciate as much notice as possible if you are unable to attend your appointment. Non-attendance on 3 or more occasions may result in a cancellation fee of \$70

Cancellation and Non-attendance for Dr Merchant -

Dr Merchant has a DO NOT ATTEND as well as a LESS THAN 24 HOUR NOTICE CANCELLATION policy for all appointments. A \$70.00 fee will apply to all missed or cancelled appointments. Dr Merchant deals with quite complex conditions and there are times when patient medical needs can result in appointments going over their allocated time. You are advised to contact the practice before your appointment so reception can advise you of any delay. Thanks for your understanding and support of Dr Merchant's patient centered medical care model.

Your rights

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or the Practice Manager. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously.

Should you wish to take your complaint further, you can contact:

Health Care Complaints Commission

Ph: 1800 043 159

Locked Mail Bag 18

STRAWBERRY HILLS NSW 2012



Pathology is here Monday to Friday 8:30am - 4pm.

Services available at Blackheath Family Medical Centre

- General Health Checks
- Childhood Immunizations
- Travel Vaccinations
- Wound Management
- Diabetic Health
- Women's Health including Pap Smears
- Men Health

Days and hours our clinical team works:

GP's

- Dr Ann Cripps (Tuesday & Thursday)
- Dr Louise Karan (Monday, Tuesday & Friday)
- Dr Arshad Merchant (Tuesday)
- Dr Paul Stephens (Monday, Wednesday & Friday)

Allied Health Professional's

- Julian Saunders – Tuesday – Friday
- Lee Cossey – Monday, Wednesday & Friday
- Richard Brailey – Monday, Wednesday & Thursday
- Amanda Watts – Mondays & Fridays
- Andrea Hah – Monday Mornings fortnightly
- Shelby McMillan – Thursdays
- Phillip Lambert – Monday Fortnight and Thursday
- Olly Zekry – Monthly
- Australian Hearing – Monthly
- Claudia Vayda – Fridays