



### Practice Hours (by appointment)

Monday - Friday	7.30am - 6.00pm (phone service not available until 8.00am)
Saturday	8.00am - 12noon
Sunday & Public Holidays	Closed

### Practice Staff

Practice Manager	Sally Jarrett	Practice Nurses	Ange Kidman, RN
Assistant Practice Manager	Diana Salzborn, EN		Marcelle Woodman, RN
Officer Manager	John McQue		Laura Tanner, RN
Accounts & Reception	Kathryn Mangelsdorf		Rachel Parr, RN
Reception	Alicia Annie	Diabetes Educator	Amanda Maher, CDE
	Buffy Jane	Respiratory Nurse	Christelle Thomas, RN
	Melissa Michelle	Recalls &	
	Suzie	Reminders	Diana Salzborn, EN

### Appointments

Please ring **83709777** for an appointment. Every effort will be made to accommodate your preferred time and GP. Our reception staff will let you know on arrival if they are aware of a significant delay to your scheduled appointment time. Please also feel free to phone reception staff before you arrive for your appointment.

Online bookings are available via our website [www.stirlingclinic.com.au](http://www.stirlingclinic.com.au)

**Emergencies and urgent medical conditions** will always be given priority. Please advise reception staff if you think your condition may be an emergency or an urgent medical condition.

**Longer consultation times** are available and may be necessary for more involved consultations including full medicals, pap smears, counselling, multiple issues and procedures. Please speak to reception staff if you think you may require some extra time.

### SMS Reminders

We now offer sms appointment reminders. Please let reception know if you are not receiving sms reminders.

### Translation

Please let us know if you or a family member require an interpreter service.

### Care Outside Normal Opening Hours

As a patient of this practice, you can access medical care and advice at all times. On weekends, public holidays and after hours, our phone is diverted to a paging service. The paging service will be able to advise you on after hours services.

### After Hours Health Services

Health Direct	1800 022 222	Speak to a Registered Nurse 24 hours
After Hours GP Helpline	1800 022 222	Speak to a GP after hours
GP Care Mt Barker	1300 472 273	Private After Hours clinic
National Home Doctor Service	13 74 25	After Hours locum service (metro Adelaide only)

Please note there is no Emergency Department at the Stirling Hospital. In the case of an emergency, please dial 000.

### Catastrophic Fire Warning Days

For the safety of our patients and staff this practice will be closed on catastrophic fire warning days. Every attempt to contact patients will be made in the event of a practice closure, and appointments rescheduled.



### Home and other visits

Home visits are available for regular patients of this practice whose medical condition prevents them from attending the surgery.

### Telephone Access

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

### Fees and billing

We now use Medicare Easyclaim which means your Medicare rebate can now be paid instantly into your cheque or savings account, at our front desk, for MOST accounts. For more information about our fees, feel free to ask our reception staff. We accept most credit cards and have eftpos facilities. Fees are payable in full at the time of consultation.

Please note higher fees apply to appointments booked prior to 8.00am, however the out of pocket cost is still the same. If you have a current pension or health care card, you will be bulkbilled for MOST services. Please ensure you have the relevant card with you when you visit. We do not routinely bulk bill patients with Seniors Health Cards.

### Results

Your doctor will let you know whether to telephone for your results OR make an appointment.

If you are telephoning for your results, please call the Practice Nurse between 9.00am and 5.00pm Monday to Friday, if possible. The Practice Nurse will be able to give you basic information regarding your results and advise whether you require a follow up appointment with your doctor.

Please phone in for your results as we do not routinely phone every patient. Your doctor can tell you when your results will be ready.

Should you prefer to discuss results with your doctor please make an appointment.

### Email access

The RACGP does not recommend the use of email for the transfer of patient information. Email is not considered secure as it is not encrypted. We regret we are generally unable to send your results and other clinical information to you by email. If you would like copies of your results we are happy to provide you with a printed copy.

### Reminder System

Our practice is committed to preventive care and uses a computerised reminder system. We may send you a reminder letter or sms 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 reception know.

Your doctor may also ask us to phone you regarding follow up appointments and we may leave a message asking you to contact the clinic, or send an sms.

If you have any concerns about being contacted by the clinic, please let us know.

### Management of your Personal Health Information

As a patient of this practice we need to collect your personal details and a full medical history, so that we can look after you. We take the security and privacy of your personal information seriously, and you can request a copy of our privacy policy at any time. If you would like access to your health record, please contact the Practice Manager, or speak to your doctor.

### Your rights

If you have a problem we would like to hear about it. Please feel free to talk to your doctor or Practice Manager. You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously. We are committed to ongoing quality improvement. Should you wish to take any complaints further you can contact: AHPRA, GPO Box 9958, Adelaide, 5001, Telephone 1300 419 495

**14 Druid Avenue, Stirling Telephone 8370 9777 Fax 8370 8453** Website [www.stirlingclinic.com](http://www.stirlingclinic.com).