



# Our Health Clinic Information

## Practice Hours (by appointment)

**Monday – Friday:** **7am – 6pm** For pre-booked appointments, phone service not available until 8am

**Saturday:** **8am – 12pm**

**Sunday & Public Holidays:** Closed

## Practice Management

### Practice manager:

**Practice staff team includes:** Assistant manager, practice nurses, reception

## Appointments

Please ring **8370 9777** 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 consultations times are available and may be necessary for more involved consultations including full medicals, cervical screening, 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

**Mount Barker Hospital Emergency 24/7 Walk in Service**  
Appointments can not be made

**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.

## 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

The Clinic uses Medicare Easyclaim which means your Medicare rebate can 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 prior to 8.00 am.

As from 1 October 2022, Stirling Central Health Clinic, in line with industry practices, will no longer be able to provide bulk billing to patients with the exception of those covered by the Department of Veterans' Affairs (DVA).

## Results

An appointment with your doctor will generally be required to discuss your results and arrange any necessary treatment.

Once we have received your results you may receive a text message or telephone call to make a follow up appointment with your doctor. If you have not yet received any notification on your results you can phone us, as we do not routinely contact every patient unless it is urgent or the results need a follow up appointment. Our Practice Nurse may be able to give you some guidance. If you are still feeling unwell, we encourage you to book in for a further consultation.



# Our Health Clinic Information continued...

## 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.

## 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 your 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 with your doctor.

## Your rights

We take your concerns, suggestions and complaints seriously and will endeavour to help resolve. Please feel free to talk to your doctor or Practice Manager. You may prefer to write to us or use our suggestion box. We are committed to ongoing quality improvement. Should you wish to take any complaints further you can contact: Health & Community Services Complaints Commissioner, 191 Pulteney Street, Adelaide or phone 8226 8666.

## Fees effective July 2022

This practice uses Tyro which means your Medicare rebate can be immediately paid into your cheque or savings account at our front desk for most accounts.

Fees are payable in full at the time of consultation however if you have any difficulty in paying in our fees, please discuss it with us.

## Practice Fees

<b>Standard Consult</b>	<b>\$99.00</b>
<b>Long Consultation</b>	<b>\$185.00</b>
<b>Extended Consultation</b>	<b>\$285.00</b>

Patients who hold a valid Pension or healthcare card will be billed at a reduced out of pocket fee.

Other services may attract a different or additional item number and fee (for example, a pregnancy test or removal of a mole/skin lesion.)

Treatment Room Fees help cover the cost of medical consumables. These fees do not attract a Medicare rebate.

## Procedure Fees

Procedure fees are charged in addition to any practice consult fees.

## Treatment Room Consumables

<b>Treatment Room 01 Fee</b>	<b>\$29</b>
Dressings, oxygen, nebuliser, peak flow, ventolin	

<b>Treatment Room 02 Fee</b>	<b>\$63</b>
Punch biopsy, complex wounds, sutures, excision skin lesion, glue, plasters, collar & cuff, implanon (removal and insertion), IV	

<b>Extended Treatment Room Fee</b>	<b>\$226</b>
Extended stays for observation and treatment may attract a higher fee	