

# PORT GPs



*Prevention. Care. Community.*

***Book Appointments Online***

[www.portgps.com.au](http://www.portgps.com.au)

## PRACTICE BROCHURE PATIENT INFORMATION

### **Postal Address**

PO Box 5477  
Port Macquarie 2444

### **Clinic Address**

38 Clifton Drive  
Port Macquarie 2444

### **Purpose**

Port GPs aims to serve its patients by:

- Improving access to quality preventative care.
- Providing evidence based and patient centered management of disease.
- Integrating health care including nurses and health workers, allied health, specialists, and GPs, for the benefit of patients.

Port GPs acknowledges funding from the Federal Government's GP Super Clinic Program.

### **Services**

Port GPs is equipped with state-of-the-art medical equipment to assist in providing quality preventative care and disease management.

### **Online Appointments**

You can now book GP appointments online via our website: [www.portgps.com.au](http://www.portgps.com.au) or on your smart phone using the HotDoc app. If your doctor does not appear on the available list, please call the clinic to make an appointment

## Hours

At present our opening hours are:

<b>Monday</b>	<b>8am-12 pm and 1- 5pm</b>
<b>Tuesday</b>	<b>8am - 5pm</b>
<b>Wednesday</b>	<b>8am - 5pm</b>
<b>Thursday</b>	<b>8am - 5pm</b>
<b>Friday</b>	<b>8am - 5pm</b>
<b>Saturday</b>	<b>Closed</b>
<b>Sunday</b>	<b>Closed</b>

After Hours Care is provided by calling the clinic on 02 6584 4544 and you will be directed to the on-call doctor. A fee of \$150 applies. Alternatively, you can attend Port Macquarie Base Hospital, Wrights Rd, Port Macquarie, or phone them on 02 5524 2000.

## The Practice Team

### Doctors

Dr Kristy Kostalas	Dr Nicholas Hirst	Dr Warwick Yonge
Dr Jonathan Barnett	Dr Sam Nelapati	Dr A Vethanayagam
Dr Manon Daniels	Dr Kaitlyn Hansen	Dr Issmael Fergague
Dr Carlo Francescon	Dr Elizabeth McDonald	Dr Lindsay Sherriff
Dr Hope Bouwer	Dr Clancy Read	Dr Dominic Jean-
Dr Kate Sandy	Dr Fiona Stark	Richard-Dit-Bressel

### Nurses

Christine, Reshma,  
Tina

### Admin

Jeannine, Brooke, Melissa,  
Hannah, Josephine, Jessica,  
Holly, Mena, Ellise

### Practice Manager

Kim

### Business Manager

Molly

### Allied Health

Skin Cancer Clinic

## On Site Pathology

For your convenience, all blood tests and other forms of pathology can be collected by the onsite pathology collectors.

## Car Parking

For your convenience ample car parking is on the grounds of the Clinic.

## Disability Facilities

This practice is designed for wheelchair access. We have a wheelchair available if required. Should you have special needs, please discuss them with your doctors. We also have a wheelchair height desk area for easier access to our receptionists and wheelchair toilet facilities.

## Appointments

All appointments are available via our website. You may also telephone the clinic to make an appointment. Please ask reception staff how much time your doctor allocates for appointments to see if a standard consultation time is enough. Please advise reception staff if you need to book for a longer appointment. This will be double the standard time. Some appointments are kept available for patients to book on the day and are available first online.

### First Visit:

A first appointment requires new patient paperwork to be completed. It is requested that patients attend the Clinic 10 minutes prior to their appointment time. Often your history will need to be obtained from other doctors, and you will be asked to return once this has been obtained.

Nobody likes to be kept waiting and we are all aware of this and try to adhere to appointment schedules. However, the unpredictable nature of a medical practice means that doctors sometimes run behind time. This is mostly due to a patient requiring urgent medical attention. We sincerely regret any inconvenience caused to patients when we fall behind with our appointment schedule.

If you no longer need your appointment, please call to cancel so we may offer the appointment to another patient. Fees may apply if you fail to cancel your appointment with less than 3 hours' notice.

## Test Results/Repeat Prescriptions/Referrals

To monitor your health and fulfil our professional and legal responsibilities we require that you attend your doctor (or one of the other doctors in the practice if your usual doctor is not available) to receive test results, or to obtain a prescription.

If you are unable to attend a specialist appointment or test that your health care provider has referred you for, we require that you return to see your health care provider to discuss alternative arrangements.

**Please opt-In for reminders from HotDoc. Admin charges may need to apply if you choose to opt-out.**

## Reminder/Recall System

You may be reminded to attend the clinic for an appointment if your health care provider feels that it is appropriate. This is important for continued care following clinically significant or abnormal test results and a way for us to remind you about preventative care. **Please opt-In for reminders from HotDoc. Admin charges may need to apply if you choose to opt-out.**

## Communication Policy

It is our practice policy that doctors do not take phone calls from patients or return patient's phone calls. If a patient needs to speak to a doctor, they must make an appointment to come in and see their preferred doctor or book a telehealth time.

## Translating and Interpreting Services

These are available through this practice. Please inform reception if you require any of these services.

## **Fees & Billing Arrangements**

Port GPs is a mixed billing practice.

Bulk Billing is offered to DVA Gold card holders, and children 15 years and under. Concession card holders will be bulk billed for all routine consultations, other consults may incur a fee— please discuss this with your GP during consult. If you do not fit into either of the above categories, fees apply. Please see list of fees in reception area and on our website.

Medicare does not cover some services such as Workcover, pre-employment medicals, commercial driving medicals, scuba diving medicals, iron infusions etc. Fees will also apply for these services and payment is expected at the time of consultation and can be made by EFTPOS, or Credit card.

Medicare requirements are that a patient must have a face-to-face consult within 12 months with their usual GP to be eligible for a Medicare rebatable telehealth consult.

## **No Smoking Policy**

Smoking is not permitted in the clinic or anywhere in or around the building.

## **Mobile Phones**

Please turn all mobile phones off or switch to silent whilst in this clinic. Please be aware that talking on the phone is disruptive to other patients. We ask that you take the call outside the clinic. Calls should not be answered during a consultation.

## **Your Privacy**

Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff. We use the information you provide to manage your personal health care. We generally disclose selected information to various other health services involved in supporting your health care management (e.g., pathology).

If you have any questions about how we handle your personal health information or need to arrange access to your records, please contact the Practice Manager or your Doctor.

## **Patient Feedback**

Our goal is to provide a quality, caring service. We also want it to be a pleasant place for staff and patients. If you have any concerns or suggestions, please phone or write to our manager or your health care provider. We genuinely wish to hear from you.

We believe that problems are best dealt with through the practice. Indeed, we want to know if you are concerned about any aspect of our service. However, if you feel there is a problem you wish to take outside, you may prefer to contact Health Care Complaints Commission at Locked Bag 18, Strawberry Hills NSW 2012. Phone 9219 7444.