

## Practice Information Sheet

### Doctors

Dr Kylie Scott

FRACGP MBBS Bsp Path MPA

Dr Jaime Pena (Independent Clinician)

FRACGP MBBS MSc BEng

### Practice Nurse

Chris Aiden (Mon – Thurs)

BNurs, BHProm

### Reception Staff

Julia, Madeleine

### Consulting Hours

Monday – Friday (*Closed weekends & all public holidays*) 8am-5pm

### After Hours Care

For non-urgent medical attention call CALMS After Hours Care

Ph: (02) 6260 3300

### Appointments

Normal appointments are 15 minutes. Please inform our staff if you think you may require a longer appointment (e.g.: skin check, mental health care plan, drivers licence medical, complex issues or more than once issue).

Home visits, when necessary, are available.

Telehealth appointments need to be approved by the GP; all existing patients can make this request.

Please note patients need to have a face-to-face appointment every 3<sup>rd</sup> appointment.

All appointment types can be made over the phone during surgery hours.

Appointments with the RN can be made by talking to one of our reception staff.

If you require an interpreter, please inform our staff.

**Please note we hold same day urgent appointments for our regular patients, please call us to access these appointments.**

### Fees

Campbell Medical Practice is a private billing practice. All fees are payable at the time of consultation. Telehealth appointments are charged at the same rate as face-to-face appointment.

Pensioners, students, and Centrelink health care card holders will be charged a reduced rate.

|                           | Standard 15 minutes             | Long 20 minutes+                |
|---------------------------|---------------------------------|---------------------------------|
| Normal                    | \$110 - Medicare rebate \$43.90 | \$195 - Medicare rebate \$84.90 |
| Pensioner/HCC/<br>Student | \$100 - Medicare rebate \$43.90 | \$175 - Medicare rebate \$84.90 |

No accounts will be issued without prior arrangement with the doctor.

Consultations where a third party is responsible for payment are to be paid at the time of consultation and the cost is to be recovered by the patient.

If you cancel an appointment within 24 hours of the appointment time, or do not attend, you will be required to pay a fee (Standard \$50, Long \$80). Campbell Medical Practice reserves the right to refuse an appointment to any patient with an outstanding account, until all matters have been resolved. No further accounts will be issued. If you are more than 5 minutes late, your appointment may be rescheduled.

# Campbell Medical Practice

*Fees for all services are available from staff upon request (minor procedures, transfer or medical records, vaccinations etc.*

***\*Please note for the student discount you must present your FULL-TIME student ID at time of appointment.***

## Scripts/Referrals

An appointment is required for all prescriptions and referrals.

## Telephone Calls

Our practice policy is that our doctors do not take telephone calls from patients. Patients can leave messages for a doctor at reception, and it will be communicated to the doctor or request an appointment with the doctor.

## Follow up of Results

Incoming results are checked by the doctors. If action is required, a receptionist will contact you. For urgent recalls, you will be contacted on the day your result comes in, and we will fit you in to see a doctor. Reception staff can only tell patients if a follow up appointment is necessary – they are not able to provide any information on the result.

## Email & Social Media Policies

Unencrypted email is not a secure form of communication. There are some risks that individually identifiable health information may be misdirected, disclosed or intercepted by unauthorised third parties. If you accept these risks, you may do so via our consent form. You may also consent to emails being sent from us to referring practitioners, such as referrals and other health information, as required. Our practice does not utilise any social media platforms for the promotion of its business.

The practice understands that clinical and non-clinical staff may use social media in their personal time. The practice asks that all members of the practice adhere to guidelines.

## Complaints and Suggestions

Campbell Medical Practice acknowledges that patients have a 'right to complain' and, where possible, patients and others are encouraged to raise any concerns directly with the practice team. Patients and others also have the right to voice their complaints in writing or via our online feedback form. If you wish your complaint to remain anonymous, Campbell Medical Practice respects that decision. All complaints will be dealt with confidentially by the Practice Manager.

If required, the Commissioner of Health Complaints can be contacted by (02) 6205 2222.

The Practice privacy policy is available for patients on our website and on request.

**Please note: Dr Jaime Pena is an independent clinician who conducts his own medical practice. As they practice independently, they set their own fees. They choose the times they work and make independent clinical judgements.**

**It is the policy of this practice to always maintain the security of personal health information and to ensure that this information is only available to authorised members of staff. No information is released without written consent from the patient.**

Please sign to confirm you have read this document:

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Name

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Signature