

Practice Information Sheet**Doctors**

Dr Kylie Scott                      FRACGP MBBS Bsp Path MPA  
 Dr Mansoor Ahmed                MD

**Practice Nurse**

Chris Aiden (Mon, Tues, Wed, Thurs)                      BNurs, BHProm

**Reception Staff**

Madeleine McKillop  
 Julia Cheung

**Consulting Hours**

Monday – Friday (*Closed Weekends*)

8am-5pm

**After Hours Care**

For non-urgent medical attention call CALMS After Hours Care                      Ph: 1300422567

**Appointments**

Normal appointments are 15 minutes. Please inform our staff if you think you may require a longer appointment (eg. skin check, mental health care plan, drivers licence medical, multiple/complex issues). Home visits, when necessary, are available.

Telehealth appointments need to be approved by the GP. All existing patients can make this request Please note that 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 for skin checks, pap smears, mental health reviews or prescriptions/referrals can also be made via the HotDoc app or [www.campbellmedicalpractice.com](http://www.campbellmedicalpractice.com).

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

If you require an interpreter, please inform our staff

**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.

	<15 minutes	>20 minutes
Normal	\$95 - Medicare rebate \$39.75	\$150 - Medicare rebate \$76.95
Pensioner/HCC/Student	\$80 - Medicare rebate \$39.75	\$125 - Medicare rebate \$76.95

No accounts will be issued without prior arrangement with the doctor. Overdue accounts are strictly 30 days and are charged a \$5.00 fee.

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 2 hours of the appointment time, or do not attend, you may be required to pay a \$40 fee.

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.

*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**

Practice policy is that doctors do not take telephone calls from patients. Patients are able to 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. Urgent recalls will be made on the day the result came in and you will be fit in for an appointment. 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 Policy**

There are risks associated with electronic communication in that the information could be intercepted or read by someone other than the intended recipient. It is the policy of Campbell Medical Practice to not communicate with patients or other health care providers via email. The practice cannot guarantee the privacy and security of information sent via email and have a strict no email policy in place.

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 0262052222.

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

**The doctors in this practice exercise autonomy in decisions affecting clinical care and fees charged. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. No information is released without written consent from the patient.**