

# ***Campbell Medical Practice***

5/32 Blamey Place  
Campbell ACT 2612  
Telephone: (02) 6249 7533  
Fax: (02) 6249 7003

## **Practice Information Sheet**

### **Doctors**

Dr Kylie Scott                      FRACGP MBBS Bsp Path MPA  
Dr Andrew McMahon              BmedSc MD

### **Practice Nurse**

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

### **Reception Staff**

Madeleine McKillop  
Rhiannon Keesing  
Maddie Roberts

### **Consulting Hours**

Monday – Friday (*Closed Weekends*)                      8am-5pm

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 are available for all existing patients with a cost associated. Please note that patients need to have a face-to-face appointment every 3<sup>rd</sup> appointment.

If you require an interpreter, please inform our staff

### **After Hours Care**

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

### **Appointments**

Appointments can be made over the phone during surgery hours (Mon – Fri 8am-5pm).

### **Fees**

All fees are payable at the time of consultation. Pensioners, Students and Centrelink Health Care Card Holders will be charged a reduced rate. No accounts will be issued without prior arrangement with the doctor. Overdue accounts are strictly 30 days and are charged a \$5.00 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.

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.

All consultations are set in accordance with AMA guidelines. This is not a Bulk Billing Practice.

## Consultation Fees

	<15 minutes	>20 minutes
Normal	\$90 Medicare rebate \$39.10	\$150 Medicare rebate \$75.75
Pensioner/HCC/Student	\$75 Medicare rebate \$39.10	\$125 Medicare rebate \$75.75

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

## Scripts/Referrals

An appointment is required for all prescriptions and referrals.

## Telephone Calls

Practice policy is that doctors do not take patient telephone calls. 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, the 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 the following guidelines.

## Complaints and suggestions

Complaints forms are available at front reception and will be dealt with by the Practice Manager. Complaints will be dealt with confidentially and 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.