**Information for Patients**

ABN 34 621 326 181

Shop 4 – 5 Adin Street

Scotts Head NSW 2447

**Phone:** (02) 65 246 122 All hours

**Fax:** (02) 6628 5627

**Email:** admin@scottsheadmedical.com.au

**Dr Marlene Pacy MBBS (U.Syd) FACRRM M. Mental Health**

**Practice Manager – Natalie Young B. Pharm (UTAS)**

**Dip. Prof Prac Ldrshp (UNEP) ACRRM AAPM**

Welcome to Scotts Head Medical Practice. We offer a complete family medical service including emergency care; family planning; obstetric care; childhood medicine; health checks; hospital care; palliative care; minor surgery; health assessments and chronic disease management.

**Management of your personal health information.** Your medical record is a confidential document. It is our policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised staff members. It is important to keep your contact details and next of kin information up to date. Please ask reception if you would like more information on our privacy policies.

***Surgery Hours***

Routine appointments with our doctor are available from 8.00 am to 5.00 pm Monday to Friday. We are open some public holidays as advertised.

***After Hours – Phone 02 65 246 122***

A doctor from this Practice is always available for patients registered with the practice, after hours, for urgent medical conditions. When ringing the surgery after hours, a recorded message will let you know how to contact the doctor on call and the costs associated with an after-hours visit.

***Emergency Numbers***

Urgent medical care is available at any time. Call 02 65 246 122 or, in surgery hours, come straight to the surgery. In an emergency, dial 000 or present to the nearest emergency department.

***Appointments***

To minimise delay, consultations are by appointment. We allocate 15 minutes for standard consultations – if you think you’ll need more time with the doctor please let the reception staff know when you book. The doctor sees all patients who need acute or urgent medical attention on that day.

***Reminder system***

The Practice has a Reminder System for immunisations, general checks, cervical screening, diabetic checks and National/State/Territory reminders systems. Please notify your Doctor if you wish to enrol in the Reminder System.

***Walk in appointments***

The Clinic has ‘urgent’ appointments available every day to see all patients that need acute or urgent medical attention on the day. Please understand that you may need to wait to be seen, even if you have booked an appointment, as patients requiring urgent attention will be prioritised. These appointments area available between 8am and 10am Monday to Friday.

***Contacting your Doctor***

Although most problems are best dealt with in consultation, a doctor will always be available during normal surgery hours for emergency advice. If our staff are unsure whether the matter is urgent, the caller is transferred to the Doctor immediately.

***Follow-up and Recall of Patients with Abnormal Test Results***

If you have an abnormal test result, you will be contacted by the Doctor. If we can’t reach you by phone, a letter will be sent to your recorded address asking you to contact the surgery. Please let our reception staff know any change in your contact details as soon as possible.

***Translator/Interpreter Services***

We have access to the TIS National Interpreter Service, free of charge for our patients who need help interpreting English. To book an interpreter, please advise our reception staff when booking your appointment.

***Preventative medicine***

We recommend the following preventative measures for healthy living:

\* High fibre, low fat diet \* Moderate alcohol intake, no smoking

\* Regular exercise \* Annual medical check up

\* Immunisation \* Monthly breast & skin self-examination

\* Cervical screening for women every 5 years or as indicated

\* Annual flu vaccination for those over 65

\* Annual bowel cancer screening for all over 50

\* Biannual mammograms for women 50-70

***Sterilisation***

Instruments used in this practice are sterilised by an autoclave unit that meets all Australian standards. We also use single-use instruments.

***Periodic Health Examinations***

This Practice recommends routine ‘health checks’ at the following ages:

**Children** – 2/4/6/12/18 months, 4 years, 15 years

**Women** – 2 yearly until 40 then yearly

**Men** – 5 yearly until 50 then yearly

***Travel Advice***

We can provide up to date information on special hazards in certain areas including health issues and vaccination requirements.

***Home Visits***

Home visits are available if it is impossible, for medical reasons, for an existing patient to visit the surgery. This can be arranged by discussion with a doctor. Generally, it is preferable to see patients in the surgery where equipment and assistance is available. Home visits can only be conducted within the local 2447 area.

***My Health Record***

We recommend people with a chronic health condition, pregnant women, and people who travel throughout Australia regularly, register for an electronic health record (MyHR). Please ask our reception staff for more information.

***Suggestions and Complaints***

We are always striving to improve the standard of service we provide to our patients. We welcome any suggestions you may have that could enhance the quality of service provided. Should you have a valid complaint, we would like to know of it immediately so that appropriate steps may be taken to remedy the situation. You can contact us via phone, email or leave a suggestion in the Suggestion Box at reception. Complaints may also be made to the relevant government authority – Health Care Complaints Commission, Locked Bag 18, Strawberry Hills NSW 2012 Phone 1800 043 159.

***Assistance & Service Dogs***

Registered assistance dogs are welcome in our reception & common areas, but cannot be taken into any sterile areas. We aim to minimise any separation between assistance dogs & their owners. Companion dogs & pets are unable to accompany patients into the Clinic.

***Schedule of Fees***

Standard consultation $80.00 (Gap/Out of Pocket $41.80)

Long consultation $120.00 (Gap/Out of Pocket $46.05)

Prolonged Consultation $160.00 (Gap/Out of Pocket $51.15)

*Children under 16 years under will be Bulk Billed for consultations during normal working hours. The doctor may also bulk bill at their discretion.*

For any other fee enquiries for procedures and miscellaneous surgery, please speak to our friendly Reception team. Payment is requested at the time of your consultation. We accept EFTPOS, Visa, MasterCard and cash.

***The Immunisation Schedule***

As per the current NSW Health Immunisation Schedule

***Key Contact Numbers***

Scotts Head Medical Practice 02 65 246 122 All hours

Scotts Head Pharmacy 02 65 69 77 88

Macksville Hospital 02 65 98 33 00

Ambulance 13 12 33

Coffs Harbour Base Hospital 02 66 567 000

Kempsey Hospital 02 65 612 600