



Shop 3 & 4, 260 Wallarah Rd
Kanwal NSW 2259

Ph: 02 4392 1880
Fax: 02 4394 0939

PATIENT INFORMATION SHEET 2024

PRACTICE INFORMATION

Family Care GP was previously known as Gorokan Medical Centre. We provide high quality, accessible and affordable Medical Services. We offer traditional family medicine and give patients the ability to make an appointment with their choice of doctor. If you or your family have any specific needs or concerns, the staff will do their very best to accommodate you.

DOCTORS

Dr Jagannadha Raju Yellamaraju M.B.B.S, CCT GP (UK), MRCGP (UK), FRACGP.

Dr Laura Barnfield
M.B.Ch MRCGP FRACGP DFSRH

Dr Jemma Hall
MB ChB MRCGP FRACGP

Practice Manager: Padmaja

Reception Staff: Cathy, Eryn, Karen, Margaret

Practice Nurse: Kristy, Nishi,

OPENING HOURS

Monday - Thursday	8am – 5.30pm
Friday	8am-4pm
Saturday, Sunday & Public Holidays	CLOSED

AFTER HOURS

The Bridges GP After Hours Kanwal on 02 4394 7333
Wyong Hospital Grounds
Block D Health Services,
664 Pacific Highway Hamlyn Terrace

Urgent Care Clinic Lake Haven
Lake Haven Shopping Centre
Ph: 43930033

In a Medical Emergency Phone 000

APPOINTMENTS:

Please call **02 4392 1880** for an appointment. Alternatively, please use our online booking system to make an appointment via **www.familycaregp.com.au**

Consultations are normally made by appointment only. Urgent cases will be dealt with promptly. On the day appointment slots are available.

Long Appointments: are available please let the receptionist know if you would like to book a long appointment.

Walk in appointments: Walk-ins will be allocated the first available consultation and will usually be required to wait.

RANGE OF SERVICES

As well as routine consultations the following services are available:

Minor Surgical Procedures	Antenatal Care
Men's Health	Women's Health
Lung Function Tests	Management Plan
Family Planning	Insurance Medicals
Licence and Employer Medicals	Travel Vaccines
Diabetes Management	4 year Health Check
Medicines Review	Pathology
Child & Adult Immunisation	
Health Assessments for over 75's	

TELEPHONING YOUR DOCTOR

The Doctors in this practice may be contacted by phone during normal surgery hours. If the Doctor is with a patient a message will be taken and your call returned as soon as possible. If your call is urgent you will always be put straight through to the doctor.

EMAIL

We do not recommend e-mail for contacting the doctors as the privacy of your message cannot be guaranteed on the internet. Whilst emails are checked periodically during the day, a more urgent request or question may not be dealt with in an appropriate timeframe. Our communications policy is available upon request.

PATIENT RECALL FOR PREVENTATIVE CARE /REMINDERS SYSTEM:

The practice offers a FREE service to all patients to promote a continuing quality of care. Our modern computerised medical system enables us to place a reminder into your medical record. If you would like this service, please speak to your Doctor during your consultation. Reminders can be for various procedures including follow up blood tests, reviews and vaccinations and will allow our staff to contact you in time to make an appointment.

If you do not wish to take part in our reminder system or National/State reminder system register please notify your doctor or our reception staff.

EMERGENCY CONTACT DETAILS

It is a requirement that FCGP has emergency contact details listed on file in case of an emergency, please ensure you fill this out in your patient registration form or please ask reception to update your emergency contact details on your file.

IDENTIFICATION

It is important all staff at FCGP give the right patient the right treatment and advise, it is a requirement that all staff you are in contact with make sure you are the right patient, you will be asked 3 identifiers to make sure these may include, name, DOB, address, gender

WAITING TIMES

Due to unexpected emergencies and appointments that run over time, the doctors may run late compared to your appointment time. We endeavour to minimise this by encouraging patients to book for a longer consultation if required. We apologise for delays you may experience

CANCELLATIONS

Please inform us as early as possible if you are unable to attend an appointment so that someone else can be seen. If you fail to cancel with at least 2hrs notice, you will be charged a \$25.00 non-attendance fee. There is no rebate for this fee.

HOME VISITS

Home visits are available for patients within the immediate township who are unable to move from their homes. These are at the Doctors discretion.

MEDICAL RESULTS:

Patients are required to return for a consultation to obtain test results, preferably with the doctor who ordered the test. If any results are abnormal and/or require urgent attention we will contact you via SMS or a phone call. It is recommended that patients make an appointment to discuss their results with the Doctor in person.

SCRIPT OR REFERRAL REQUESTS

Please make an appointment if a referral is needed or to have a prescription renewed. The doctors will not provide these items when requested by phone unless you have a prior arrangement with your doctor

FEES

We bulk billed children under 16 years old and Veterans Affair Card.

As of July 2022, we changed to private billing.

(Please refer to our Fee Statement located on the Reception desk)

PATIENT FEEDBACK:

If you have a problem we would like to hear about it. Please feel free to talk to your Doctor, Practice Manager or the staff. You may prefer to write to us or use our Suggestion Box at the Reception Desk. We take your concerns, suggestions and complaints seriously. On occasion the Practice makes available written surveys for patients to complete, which aid in our continuous improvement strategies. Complaints can also be registered with the Health Care Complaints Commissioner, Locked Bag 18, Strawberry Hills 2012 NSW. Phone 02 92197444.

MY HEALTH RECORD:

My Health Record is the new national digital health record system. Having a MYHEALTHRECORD means your important health information like allergies medical conditions and treatments can be stored digitally in one place and your health providers can see them online anytime

COST OF REFERRED SERVICES:

At times the doctor may need to refer you for further investigation or a consultation with a Specialist or Health Professional which incur cost for treatments and investigation that they provide. It is up to the individual to meet these costs and you should ask the specialist about the exact cost involved when making the appointment.

INTERPRETING SERVICE:

Translating and Interpreting Service is available The receptionist staff will be able to assist you if you require our translating service

YOUR PERSONAL HEALTH INFORMATION:

Your medical record is a confidential document. 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.

We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health/index.html>

PATIENT RIGHTS

Patients have the right to participate in decisions about their own health care; patients have the right to seek further clinical opinion from other healthcare providers if required.

FREEDOM OF INFORMATION:

You have the right to access your medical record under the Freedom of Information Act 1988. You may ask for copies or come and view your health record in person. Please speak to our Practice Manager if you would like an application form for 'Access to Personal Health Information'.

FEE STATEMENT AS AT JULY 2024

BULK BILLING: -Children under 16 years old
-Veteran affairs patients -Health Assessments
-Medicare eligible immunisations in all age groups

All other patients:-

Level A consult \$60
Level B consult \$85
Level C consult \$140
Level D consult \$180

-Lost referrals \$10

-Sickness / Carers certificate \$35 No Medicare Rebate

-Iron infusion booking Fee

-Pension/concession card holders \$80

-Other Medicare card Holders \$100

-Transfer of medical records \$65

-Employment medical from \$110

-Transport medical from \$110

-Implanon and coil insert/removal booking fee \$40

-CST booking fee \$40

-Insurance paperwork varies depending on the doctor's time spent

*Recalls are not bulk billed. It is at the discretion of the doctor

Patients are advised that they are responsible for out of pocket expenses associated with referrals by our Doctors to medical services including, but not limited to Specialist, Medical Imaging etc

Any enquiries can be directed to the Practice Manager