

The Grange Family Medical Centre

Suite 1, 82 Lake Road, PORT MACQUARIE NSW 2444

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Welcome to The Grange Family Medical Centre.

The practice provides whole patient care to our patients and their families. Our friendly team of experienced, Doctors, nurses and reception staff are dedicated to assisting you in your health care needs.

At The Grange Family Medical Centre our doctors specialise in caring for your whole health. Our services include general health consultations, skin checks, woman's health including family planning, pregnancy tests, pap smears and breast checks, sport and joint injuries management as well as immunisations and travel medicine. Veteran care, warfarin management, preventative health checks and management of diabetes and chronic medical diseases are also part of our services. Family is at the core of the practice and our team focuses on families and health for the long term.

We are committed to quality improvement and the practice is fully accredited with AGPAL 4th edition standards. We are currently in the process of be reaccredited under the AGPAL 5th edition standards

Appointments:

Every effort will be made to accommodate your preferred time & GP. Standard appointments are 15 mins in duration. Patients are encouraged to make a longer time if needed. We have appointments that are kept for "on the day" for emergency cases that requires same day appointments. Children & emergencies will always be given priority. Appointments can be made by phoning 6584 5244, online via our website or through the health engine app.

Fees & billing:

Pensioners, Health Care Card holders, DVA & children less than 16 years of age are bulk billed. If you do not fit into this criteria fees are payable at the time of consultation either by EFT or cash. Please discuss the fees with reception at the time of booking your consultation.

Patients presenting with a work related injury are liable for any costs until the claim has been approved.

Out of Hours Care/After hours arrangements:

The practice is open Monday – Friday 8.00 – 5.30pm

If you have a medical emergency outside normal opening hours please call 0487 409 648 or alternatively you could phone 000 for the ambulance or attend A & E at the Port Macquarie Base Hospital.

Home Visits:

Home visits are available by arrangement to regular patients of the practice who are unable to attend the practice and in emergency only, please call the reception and they will speak with your GP to arrange a visit (if appropriate).

Patients not known to the practice will not be provided with home visits.

Missed Appointments:

As a courtesy to the Doctor we ask that patients who are unable to attend the scheduled appointment call as soon as possible to cancel the appointment.

Drugs of Dependence:

If you are a new patient to the practice

It may take time to get accurate medical information about your condition. Until such information is available, your GP may choose to not prescribe any medication. It is our policy that GPs do not prescribe drugs of dependence, such as opiates, benzodiazepines or other hypnotics, until they have a full clinical picture.

The GP may decide to alter medication based on their clinical judgement.

Communication Policy:

General phone calls will not be put through to a Doctor whilst they are consulting. Please leave a message with the receptionist with your details and reason for your call. The Doctor, Nurse or receptionist will return your call ASAP.

SMS: we do not communicate with patients via SMS

Email: Patients are discouraged from sending emails to the practice. It is practice policy that we do not communicate with patients via email and they are asked to contact the practice on 6584 5244

Results follow up & Recalls:

We encourage patients to follow up with their GP on any tests they have had requested. We encourage patients to make an appointment with their GP to receive their results.

Urgent abnormal results are recalled on a daily basis.

Reminders:

Our practice is committed to preventative care. Reminders are by phone offering you preventative health services appropriate to your care. If you do not wish to receive the reminder please advise the receptionist.

Patient Feedback:

If you have a problem we would like to hear about it. Please feel free to talk to your Doctor, nurse or the practice manager. You may prefer to write to us or use our "suggestion box" which is located in the waiting room. We take your concerns seriously. However, if you wish to take the matter further you can contact the Australian Medical Association or Health Care Complaints Commission on 1800 043 159

Management of your Personal Health information:

Your medical record is a confidential document. It is the policy of this practice to maintain the 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 Australian Privacy Principles. Our privacy policy is available on our website or from reception upon request.

Cultural Matters

We are proud to aid **indigenous health** and ask you to provide us with information that will assist with planning and provision of appropriate healthcare. Please tell us if you would like culture and ethnicity details recorded on your patient file.

Interpreter Service

Our GPs and Practice staff rely on a patient's English speaking family members or friends. If not available or not appropriate, an interpreter service can be arranged by phoning 1300 131 450.

Rudeness, aggression, physical or verbal threats towards staff members will not be tolerated. You may be asked to leave the practice and seek medical care elsewhere.