

# 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, cervical screening and breast checks, sport and joint injury 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 5<sup>th</sup> edition standards.

## Appointments

Every effort will be made to accommodate your preferred time & GP. Standard appointments are 15 minutes 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 require 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

We are a private billing clinic.

If less than 16 years of age or DVA card holder – consultations will be bulk billed

If Pensioner/Health Care card holder – a reduced private consultation fee will be charged

If pensioner and over 74 years of age, the private consultation fee will be charged for the first consultation of each year. Subsequent consultations are bulk billed unless specified by the Doctor.

Patients presenting with a work related injury are liable for all costs.

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.

## Out of Hours Care/ After-hours arrangements

The practice is open Monday – Friday 8am – 5pm.

If you have a medical emergency outside normal opening hours you can call the After Hours Telephone number 0474 106 446. This service is NOT bulk billed and will incur a fee of \$300 which is payable at the time of the visit.

Alternatively you could phone 000 for the ambulance or attend Accident and Emergency at the Port Macquarie Base Hospital, Wrights Road, Port Macquarie, 2444. For phone advice Healthdirect Australia helpline is also available on 1800022222

## Home Visits

Home visits are available by arrangement to regular patients of the practice who are unable to attend the practice and in emergency situations only. Please call 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**

It is our policy that the GP's do not prescribe drugs of dependence

### **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.

**Facebook:** It is practice policy that we do not communicate with patients via the Facebook page. Patients are asked to contact the reception on 65845244

### **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.

### **You're Rights**

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 1800043159

### **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.

### **Interpreter Service**

If you or a family member requires an interpreter service, we can arrange this for you.

**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.**