

WOODVILLE FAMILY MEDICAL PRACTICE

Unit 8/809-813 PORT ROAD

WOODVILLE 5011 Postal: PO Box 139

TEL: 84452618 (All Hours) FAX: 8347 1553

Email: admin@woodvillemedical.com.au

PRACTICE INFORMATION SHEET

DR PENG GAO
DR LEANNE LIP
DR PETER MCLEOD
DR QUYNH NGUYEN
DR SZE WEI TEH
DR JESSICA JAMES
DR CHRISTOPHER LE
DR KHANG NGUYEN

RACHEL FLINT Registered Nurse

JANE FORSTER Enrolled Nurse

Reception Staff: Kaye Jolly (Practice Manager),
, Margie, Tiah ,Pina, Anna & Grace

This Practice is committed to quality improvement and is fully accredited

CONSULTING HOURS

Monday – Friday 8.30am – 6.00pm
Saturday 8.30am – 12noon

AFTER HOURS CONTACTS

Medical treatment outside of consulting hours is available by contacting our usual Surgery telephone number. Your call will be diverted straight through to the Home Doctor Service (or phone directly 137425).

Or Attend the nearest Public or Private Emergency Dept. (charges may apply).

If an emergency please call 000.

APPOINTMENTS

All appointments at this surgery are by appointment only, walk in patients are not guaranteed an appointment .

New patients are requested to ring the surgery for appointments.

Please advise our receptionist if you require a longer appointment and we will arrange the time you need. Remember to mention, also, if you are booking for a pap smear or procedure, and extra time will be made available. This helps us to arrange our bookings to give you the consultation time you deserve whilst trying to cause minimal delay to other patients.

Every effort will be made for you to see your own Doctor to ensure the continuity of your care. Phones open daily @ 8.30am to make appointments or patients can now also book on-line through our website

www.woodvillemedical.com.au or on Health engine at
<https://healthengine.com.au/medical-centre/sa/woodville/woodville-family-medical-practice>

Please advise reception staff if you require any assistance with your appointment. All our Doctors are registered with Translation and Interpreter Service, pre booking is needed for on site service.

NON – ATTENDANCE OF APPOINTMENTS

24hrs notice is required to cancel appointments or charges may apply.

HOME VISITS

Home visits are available for regular patients, within a 5km range of the Practice, who are unable to attend the surgery because of their medical condition. Visits can also be arranged for patients in nursing homes and hospitals.

TELEPHONING YOUR DOCTOR

You can contact doctors at this practice by telephone during normal surgery hours . A message will be taken and, the doctor will phone at a convenient time. Of course, in an emergency, your call will be put straight through to your Doctor or nurses.

TELEHEALTH APPOINTMENTS

Telephone consults are available for patients seen at the practice within the last 12months, due to Covid 19 restrictions, are in place. Please book an appointment with reception staff, who can advise availability.

SCRIPTS / REFERRALS / SICK CERTIFICATES

Will only be issued in consultation with the Doctor.

TEST RESULT RECALLS & REMINDER SYSTEMS

We advise patients must discuss any results, in person or (via phone with your Doctor if directed by Doctor) to ensure continuity of care, and avoid anything being missed.

All patients attending for a pap smears automatically go onto our reminder system for the routine follow up. We also use information sent from State or Federal reminders system ie Cervix Screening Program and National Bowel Cancer Register to follow-up recalls.

“Courtesy Reminders” are sent for routine testing ie Bloods , BP reviews, etc. for your convenience. Please advise if you don’t want a recalls sent, for any reason.

VACCINATIONS

All childhood and adult immunisations, as well as vaccinations for overseas travel, are available and encouraged.

SMS MESSAGING

We are able to remind patients of appointments and health recalls by sms messages, please advise staff if you do not want this to happen.

PRACTICE SERVICES

- Diagnosis and management of acute and short term illness
- Women's and Men's health issues
- Skin cancer treatment
- Pathology collection
- ECG (electrocardiograph)
 - Work related injury and illness
- Share Care Pregnancy Management
- Travel advice
- Drivers licence renewals
- Weight control
- Stop Smoking
- Hostel and nursing home care

With our experienced nursing care we also can provide care of

- Supervision of chronic illness including GP management care plans
- Immunisations – children, adult and travel
- Health assessments for patients over the age of 75years & 45-49 yrs
- Minor operative procedures, including excisions
- Wound management

Newborn & preschool checks

ALLIED HEALTH

Our surgery offers services for

- Podiatry
- Physiotherapy
- Dietitian

Please speak to reception staff or your Doctor to arrange appointments (some charges may apply)

COMPREHENSIVE PREVENTATIVE HEALTH CHECKS

A range of preventative Health Checks are available by consulting your Doctor. All patients over 75 years of age are eligible for a Senior Health Assessment to check their "wellness" and safety within the home, and for 45-49yr olds to check for risk management for your on-going health to prevent chronic diseases.

GP Managements Plans for patients with chronic illness can provide Allied Health visits covered by Medicare, and review you are getting the best care available. Diabetic annual cycle of care provides information on your Diabetic status. Please speak to your Doctor at your next visit.

PRACTICE FEES

We require full payment of your account following consultation with the Doctor. Payments can be made by cash, or EFTPOS.

A schedule of our fees is displayed at Reception.

Bulk billing is available to Pensioners, Dept Veteran Affairs card holders, children up to 16 years of age, and Commonwealth seniors cards.

We do not require signature for bulk billing patients at the end of the consult, but please advise reception staff if you require a copy of your appointment account.

Please present your valid concession card, and medicare card, when requested.

New Workcover/ Motor vehicle claims, all accounts are payable by patient until an accepted claim details are provided.

PRIVACY POLICY

Personal information collected is deemed necessary to best attend to, and treat your health conditions. Your information may be disclosed to other providers to ensure quality and continuity of health care eg: referring to specialists/ hospitals or when requesting pathology or radiology testing. Your Personal Health Information is kept confidential, accessed only by authorised staff, and released only with your consent.

To obtain your medical information, please speak to reception staff or your Doctor, we will require a signed consent to release information.

Please speak to our staff if you require a copy of our full Privacy Policy.

CONTACT DETAILS

We ask all patients to provide current contact details including mobile phone numbers if applicable at all times and an emergency contact is desirable.

SMOKING

We advise that this surgery and surrounding complex is strictly a non smoking environment.

PARKING

Is available any available on site. Disabled parking also available.

PLEASE TELL US

Your feedback is important to us. If you have suggestions about how we may improve our service, feel free to speak to our Practice Manager, Kaye Jolly, or any staff member. Alternatively you may prefer to use our Suggestion Box, located in the front reception area.

If you have an issues of great concern, please contact

The Health and Community Services Complaints Commissioner

alling their telephone enquiry line on 08 8226 8666 or 1800 232 007 for country SA, Monday to Friday, 9am to 5pm

- visiting their website www.hcsc.sa.gov.au which contains information and forms to help you lodge a complaint unaided
- write to HCSCC at PO Box 199, Rundle Mall, Adelaide, SA 5000