

Dr. Ivan Wilden-Constantin MBBS (Syd), FACCRM, MLS (UNSW)
Dr. Tim Clancy MBBS
Dr. Sawsan Mtelej MBBS

CONSULTATIONS – BY APPOINTMENT

MONDAY to FRIDAY
9.00 am until 5.00 pm

RECEPTIONISTS: Tania Welch (Practice Manager), Allison Creighton, Sharon Marriott

OFFICE HOURS: 9.00 am until 5.00 pm Monday to Friday

CLOSED: Weekends and public holidays

OUR SERVICES:

Acute Illness Consultations	General Health & Wellness Advice
Family Planning & Contraceptive Advice	Implanon Contraception
Ante Natal Shared Care	Child & Adult Immunisation
Paediatric Care	Adolescent Health
Women's Health	Men's Health
Aged Care	Skin Check & Cryotherapy
Minor Operative Procedures	Lung Function for Asthma & COPD
Driver Licence & Trotter Licence Medicals	Chronic Disease Management
Enhance Primary Care & Allied Health Referrals	Yearly Health Assessments for over 75 years- Medicare Funded
Workers Compensation Care	Diabetes Assessment & Management
Palliative Care Management	Telehealth Consultation: • Telephone Consultation

APPOINTMENT PROCEDURES

If you require **urgent emergency** medical attention, please call an ambulance on **000**.

Consultations are by appointment and are at least 15 minutes in length. Longer consultation times are available. Please indicate if the appointment is **URGENT**, as a number of times are kept available each day. In some instances, urgent appointments will need to be triaged by the practice.

AFTER HOURS – For any after-hours you will need to contact the Goulburn Base Hospital on 4825 4000 or attend in person.

Service is provided in collaboration with the duty Doctor at Goulburn Base Hospital, contact telephone – 4825 4000. If you require medical advice after hours, you could call Health Direct 1800 022 222.

TELEPHONE CALLS

Calls are taken by reception and if necessary, put through to a Doctor. If the Doctor is unavailable, a message will be taken, and the Doctor will return your call as soon as practical. Your call will always be put through to the Doctor in an **emergency**.

ELECTRONIC COMMUNICATION – EMAILS

Our patients will be given the option of being contacted by electronic means via email. All patients in the practice will be given information on our electronic communication policy via our registration form and are asked to provide signed consent to agree or disagree to be communicated with in this manner.

HOME VISITS

Home visits are available at Doctor's discretion for those patients unable to access the surgery because of their disability or illness.

TELEPHONE CONSULTATIONS are available if appropriate.

BILLING PROCEDURES

All patients who hold a Medicare card will be Bulk billed eligible services being chronic condition management plans and reviews, mental health treatment plans and health assessments.

Fees may apply for non-eligible services and patients without a Medicare number. Payment for these services is required at the time of consultation by cash, cheque, credit card or EFTPOS.

PRESCRIPTIONS AND REFERRAL REQUESTS

We now have the facility to forward electronic scripts to your mobile phone with a QR Code attached.

If you telephone for a referral or script, the Doctor can only address one issue per telephone call and no repeats on scripts will be given.

For telephone calls requiring scripts, you must have been seen by one of our Doctor's in person within a two-month period.

Please note: For S8 prescriptions you are required to be seen in person or at the Doctor's discretion via telephone scripts need to be picked up in person. No exceptions.

Please note: Prescriptions are only to be collected from the practice by persons aged 16 or over.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorised members of staff.

PRIVACY POLICY

In complying with the Privacy Amendment (Private Sector) Act 2001 we have developed a Privacy Policy that governs the handling of personal information. Please refer to The Health Care Centre Privacy Policy handout which is on the practice website <https://www.argylemedicalcentre.com.au/> and also located in the waiting room and the reception counters - please take one to keep.

CONTINUITY OF CARE

Patients are considered patients of the practice, and the Practice will provide continuity of care for our patients. When a routine appointment request is made by a patient, it is the policy of this practice to ask which Doctor they would prefer to see. We will offer the next available appointment with that Doctor. If this appointment is unsuitable, the patient will be given an alternative appointment with another Doctor at a time more suitable to the patient. Patient Health information is available to other authorised members of staff through shared electronic medical records.

PERSONAL HEALTH INFORMATION AND TEST RESULTS

All personal health information is treated with utmost confidentiality by all staff. To ensure this, all results are communicated BY the Doctor TO the patient by mail as soon as possible, and if the Doctor deems necessary, by phone. The transfer of test results from other medical organisations can sometimes be compromised, so patients will be requested to follow up with their Doctor if a result has not been advised to them within 2 weeks.

At times, our practice provides results via email. Our email system is only used to communicate normal results to our patients. Please bear in mind that email communication may be compromised if you have email without encryption. If you do not wish to receive communication from your Doctor via email, please advise Reception. Please note this email system is a read only system and cannot be used to communicate with your Doctor.

TRANSFER OF MEDICAL RECORDS

If you wish to transfer your health record to another service provider, please ask your new provider to send The Health Care Centre a transfer application form signed by you. Alternatively, if you would like The Argyle Medical Centre to obtain records from another service provider, please see reception for a transfer application. Depending on the method of transfer and postage a fee of \$35.00 (inc. GST) may be charged to forward the complete patient file. If this fee is payable, you will be contacted before the transfer is made.

REMINDER AND RECALL SYSTEMS

This Practice uses a 'Recall and Reminder' system to recall and remind patients about clinically significant results and preventative care issues. Privacy laws require that we obtain your consent to send you these reminders. All Doctors follow the guidelines for preventative care as outlined by the RACGP's guidelines, which are in line with the recommendations of organisations such as the National Heart Foundation, National Cervical Screening and Breast Screen.

NATIONAL REGISTERS

Childhood immunisation records at this practice are registered with the Australian Childhood Immunisation Register as per government regulations.

EDUCATION OF OUR FUTURE MEDICAL WORKFORCE

This practice is committed to the education of our future medical workforce. Advanced Medical Registrars will be providing consultations and on occasions medical students may be observers. Patients have the right to decline a student's attendance.

COMMUNICATION IMPAIRMENT

No patient is refused access to clinical assessment or medical treatment based on gender, race, disability, Aboriginality, age, religion, ethnicity, beliefs, sexual preference or medical condition. Our practice has implemented provisions to assist all patients to access our services including interpreter services and the National Relay Service for Hearing Impaired patients. If a patient or family member requires assistance with reading or understanding medical terminology, a clinical member of staff will be available to assist.

- **INTERPRETER SERVICE**

If you or a family member requires an interpreter, we can organise this for you. Please let us know when you make the appointment.

- **NATIONAL RELAY SERVICE FOR HEARING IMPAIRED PATIENTS**

This is a government initiative which provides communication services for people with impaired hearing or speech, which operates 24 hours a day 7 days a week. We can help to organise this for you.

- **PATIENTS WITH SPECIAL NEEDS**

If you or a family member requires assistance with reading or understanding medical terminology, a clinical member of staff will be available to assist.

PATIENT FEED BACK AND COMPLAINTS

Our Practice welcomes any feedback in order to improve our service. We have implemented changes as a result of our Patient Feedback surveys.

The Practice will acknowledge and respond to a patient complaint. Dr. Ivan Wilden-Constantin and Tania Welch will be available to respond to any concerns.

If there is a need to proceed further with the complaint, you are entitled to contact 'The Health Care Complaints Commission,' Level 13, 323 Castlereagh Street, Sydney, NSW 2000. Telephone: 92197444. Your feedback is welcome.