

Home Visits

Home visits are available to registered patients of the practice by discretion of the doctors, for those patients too ill to attend the surgery. Please call reception to arrange.

Test Results

During your appointment your doctor will advise you to either make a follow-up appointment or ring the surgery for your results.

If your results are normal, you will not be contacted by us. If your doctor would like to discuss your results with you we will generally ring you to make an appointment.

Feedback

Although we try our best it is inevitable that from time to time a patient may have a complaint about our services.

This feedback is very important to us as it alerts us to problems with the service we are providing and drives us to find a better way of doing things.

If you make any suggestions, ideas or would like to make a complaint you can either:

- Speak with your GP or nurse
- Let our reception staff know
- Speak with our Practice Manager
- Write us a letter
- Place your suggestion into our suggestion box on our reception desk

However, if you would like to take your complaint further and wish to speak to an external body, you can contact:

NSW Health Care Complaints Commission
Locked Mail Bag 18
Strawberry Hills 2012
Telephone: 1800 043 159

Why Accreditation?

We are an accredited practice. This means we are committed to continual quality improvement of our practice and our care to our patients. There will be time you may wonder why we do things certain ways. There are some strict guidelines we have to follow which are set by the Royal College of GPs. We are tested on these every 3 years. We are proud to be accredited and are committed to continual improvement of our practice and our endeavour to a high quality of patient care.

Why do we Identify you?

Did you know that we now have to identify you 3 ways every time you make an appointment and come into the practice? Even if we know you well. We will ask your name, your date of birth and your address.

Why? Because we want to ensure we are providing the best possible care to the right patient.

Services Available

As well as routine consultations, the following services are available:

- Check-ups
- Family planning
- Travel medicine & Vaccinations
- Pap Smears
- Pregnancy tests
- Antenatal care, Obstetrics
- Counselling
- Immunisation: children, adults
- Excision clinic: stitching cuts, removing moles, skin cancers
- Liquid nitrogen “freezing” therapy for sunspots and warts
- 75- year and older health checks
- Care plans
- Weight control, Nutrition advice
- Stop smoking assistance
- Dermatoscopy: skin checks
- Implanon / Mirena insertion & removal
- Warfarin monitoring by finger prick test on site
- On – site pathology
- Workers compensation
- Diabetic Education

Appointments

For appointments please contact the surgery during opening hours or go to our website onto your smart phone or tablet to make appointments on line.

If you think you will need more time please let us know at the time of making your appointment. You will need more time with the doctor if it is the first visit, to discuss multiple problems, for a complex health issue, for mental health assessments or for procedures and pap smears. Making the right appointment for your needs will help your GP run on time.

While we endeavour to run on time, it is not always possible. In the interests of good patient care we sometimes have to extend consulting times. Our practice is proud of the services we are able to provide to you. We respect our patients needs and hence try to accommodate as much as possible to you individual needs. In return, we would like you to respect our clinical and reception staff by being considerate and understanding when acutely sick patients or genuine emergencies are fitted in and unavoidable delays occur. Please remember that if your doctor is running late it is always because someone needed his or her extended care and attention. Please do not get upset with our reception staff or your clinician. If our doctors are running late we will let you know and give you the option of rescheduling your appointment time if you are unable to wait.

If you arrive for your appointment and you think you require urgent assistance (due to chest pain, difficulty breathing, dizziness or severe pain) or you believe you may be contagious (e.g. flu symptoms, gastro, child with a rash), please advise our reception staff immediately so we can assist you.

Unable to Attend you're Appointment?

If you will not be able to make it to your booked appointment, please let us know as soon as possible by calling the practice. This allows us to offer your appointment to another patient. We require a 2 hours notice for cancellation. If cancelled within the 2 hours a **DNA fee** will be applied of **\$50**. As well if you do not attend appointment.

Fees and Payment

We are a mixed billing practice. Most face-to-face consultations are subject to a Medicare rebate, meaning that you will receive a refund for some of your payment. Pensioners and Healthcare Card Holders are eligible for a discounted fee. See fee list on our website. Some services we provide do not attract a Medicare Rebate and these are included on our fees list which is available at reception. It shows the fee, the Medicare rebate and out of pocket expenses. Fees are payable at the time of consultation and can be made by cash, EFTPOS or credit card (VISA or Mastercard).

Your Health Information

The privacy of your health is important to us. All staff, including administration staff, respects your privacy and keep your health information confidential at all times. Your medical record is a confidential document and as such it is the policy of this practice to maintain the security of your personal health information at all times and to ensure that this information is only available to authorised members of staff. If you need to request a copy of your health information please speak to any of our staff and they will help you.

Telephone Calls and Communication

Generally your GP will be unable to speak with you while consulting with other patients. Your phone query will be handled by our receptionists who will pass the message onto the Doctor or Nurse on duty. We aim to return phone calls before the end of business the same day.

Our Practice Team:

Our surgery offers seven highly skilled doctors so you can have the doctor of your choice.

Dr Iain Stewart
Dr Philip Ousby
Dr Karen Norsworthy
Dr Smita Gupta
Dr Alicia Reyes
Dr Simmy Arora

We have 4 nurses who are available for immunisations, vaccinations, weighing babies, care planning, BP monitoring, health assessments, ECGs, Diabetic education and many other health concerns.

Nurses

Julie, Karen, Sandra, Kylie & Emma

Management

Dr Iain Stewart Practice Manager

Our Friendly Admin Staff

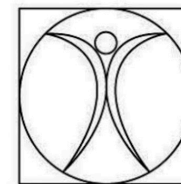
Gemma, Rebecca, Macey, Tara,
Rochelle, Lynne, Chelsea, Millie, Natika &
Shelby

After-Hours

If you have an emergency need for medical care you should always call 000 or visit your nearest emergency department.

For less urgent after-hours service call:

GP Access 1300 130 147
dy text



Good Health

GREENHILLS

ABN 68000224386

Contact Us:

6 Molly Morgan Drive
Greenhills, NSW 2323

Telephone: 02 4939 4777

Facsimile: 02 4047 6247

Email: admin@goodhealth.net.au

Website: www.goodhealth.net.au

Opening Hours:

Monday	8.00am – 7.00pm
Tuesday	8.00am - 6.00pm
Wednesday	8.00am - 6.00pm
Thursday	8.00am – 6.00pm
Friday	8.00am – 6.00pm
Saturday	8.00am - 12.00pm