



Waratah Medical Services @ Kanwal

ABN: 65 740 830 081

General Family Practice

Suite C34/35 654 Pacific Highway, KANWAL

Ph: 4392 7733 Fax: 4393 6988

Email: generalenquiries@waratahmed.com Website: www.waratahmedicalservices.com

DOCTORS	CLINICAL STAFF	MEDICAL RECEPTIONIST
Dr Francois Theron (Principal)	Kim (Registered Nurse)	Fern (Frontline Manager)
Dr Deon Hoffman	Tracey (Registered Nurse)	Carlie
Dr Pieter Erasmus	Noelene (Endorsed Enrolled Nurse)	Sonia
Dr Naz Goni	Debbie (Registered Nurse)	Rhiannon
Dr Bernard Alcid	Carol (Registered Nurse)	Kelly
Dr Maria Kahloon	Michaela (Endorsed Enrolled Nurse)	Madison
	Trish (Assistant in Nursing)	DeAnne
	Grace (Registered Nurse)	Kathryn
	Anusha (Endorsed Enrolled Nurse)	Sheree

Other

Sue	Group Practice Manager
Linda	Practice Manager

MISSION STATEMENT

At Waratah Medical Services we pride ourselves in delivering a holistic patient orientated, family friendly service. We are committed to providing respectful care with recognition of each patient's personal dignity, regardless of their sex, age, religion, ethnicity, sexual preference or medical condition. We offer patients a safe, relaxed and welcoming environment.

Appointments:

Our practice runs by an appointment system. Patients are able to request which doctor they would prefer to see, although if your doctor has no available appointments you will be offered an appointment with another doctor at our practice. If you feel you require a longer appointment with your doctor please advise our receptionist when booking. We also keep appointments for on the day emergencies or urgent medical problems. Please phone us if you are unable to keep your appointment as this gives us the opportunity to re-schedule your appointment if necessary. All email correspondence is checked regularly and attended to as required.

Telephone Calls:

It is possible to speak with your doctor during surgery hours. Our receptionist or practice nurses will be able to assist you in most cases. However, if appropriate, the doctor will return your call at lunch or at the end of surgery. If your enquiry is urgent you will be able to speak to the doctor immediately.

Transfer of Notes:

We acknowledge each patient's right to seek a further opinion or to transfer to another doctor of their choice. Patients are requested to sign an authority form and there is a minimal fee involved to cover the cost of the transfer. For more information please refer to brochure 'Personal Information, privacy and your doctor.'

Test Results:

Results are downloaded and checked on a daily basis. If your doctor requires you to make a non-urgent follow-up appointment you will be contacted by phone asking you to make an appointment at your earliest convenience.

Practice Hours:

Monday – Friday 8.30am - 5.00pm, with appointments available from 7.30am if required

Patient Health Information

Full details for the practice policy on patient health information brochure can be obtained at each reception desk.

Patient Fees:

Waratah Medical Services @ Kanwal bulk bill all our standard consultations. However, some services such as procedures may incur an out of pocket expense, you will be advise of this expense at the time of your booking. If you are referred for pathology, x-ray or to a specialist we suggest you enquire when making your appointment as to any further fees you may incur.

After Hours:

The doctors at our practice provide an after hours service located in our rooms, A1 Kanwal Medical Complex, as this is a rotating roster you may not always see your normal Doctor. You do not need to make an appointment to attend the after hours clinic. Fees at the after hours clinic is \$60 (cash only) or \$55 (cash only) for Health Care Card Holders , Pensioners and children under 16.

The clinic is located in Block A1

Kanwal Medical Complex (Next to Chemist)

Waratah Medical Services

654 Pacific Highway KANWAL NSW 2259

Phone: 4393 9622

The opening hours of the After Hours Clinic;

Monday to Thursday: 5.30pm - 7.00pm

Closed Friday Nights, Weekends and Public Holidays

For medical care outside these hours please phone Wyong Hospital on 4394 8000 or if it is an emergency please phone 000 and request an ambulance

Home Visits:

Home visits if appropriate will be arranged directly with your doctor. Fees will be advised at the time of booking.

Waratah Medical Services:

General Family Medicine

Weight Management Clinic

Respiratory Clinic

Doppler Clinic

Immunisations

Pathology tests

Health Care Assessments

Team Care Arrangements

Nursing Home Consultations

Workers Compensation Consultations

Well Women Clinic

Diabetes Clinic

INR testing

GP Management Plans

Skin Checks

Travel Immunisations & Advice

Family Planning

Antenatal Care

Minor Surgical Procedures

Recall/Reminder Systems

Access to Rehabilitation Clinic

Sexual transmitted disease screening

Register:

As part of our services we will automatically add you to any relevant registers for example: Pap Register or Immunisation Register, if you do not want this to happen please speak with your General Practitioner.

Feedback & Complaints

We have a suggestion box for patient / visitors to pass on any concerns / praises they may have. This is checked on a regular basis and responses are made in an appropriate and timely manner.

Complaints and Suggestions: Criteria C1.1

We aim to provide a high quality of service and care to all members of this community. If however, You have a complaint please ask to speak to the practice manager so that it may be adequately addressed. We welcome any suggestions you have to help us improve our service to you. Should you feel your issues need to be taken further you may contact:

Health Care Complaints Commission

Locked Mail Bag 18

Strawberry Hills NSW 2013