

Waratah Medical Services

@ Cooranbong

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DOCTORS	
Dr Casper Badenhorst	Dr Charles Markell (Registrar)
Dr Trevor Hurlow	Dr Ayesha Mustafa (Registrar)
CLINICAL STAFF	
Michele (EEN)	
Latham (RN)	
Noelene (EEN)	
Tracey (RN)	
RECEPTION STAFF	
Angela	
Tracey	
Diane	
MANAGEMENT	
Sue	Operations Business Manager
Sharon	Practice Manager
Jess	Office 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 making your booking. We do keep appointments available 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 reschedule your appointment if necessary.

Practice Hours

Our Surgery is open Monday-Friday 8.30am-5.00pm

We are closed all Public Holidays.

After Hours

The Doctors at our practice provide an After Hours service from our Morisset surgery at 89 Dora Street Morisse. The hours are Monday – Friday 5pm – 7pm and Saturday – Sunday 9am – 1pm. This is a mixed billing service. As this is run on a rotating roster you may not always see your usual doctor. There are no pre-booked appointments in the After Hours Clinic.

Please call 4973-9700 for an After Hours appointment.

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

Patient Fees

We are a mixed billing Practice. Pensioners, Healthcare Card holders, DVA and children under 16 are Bulk Billed otherwise private fees apply.

If you are referred for pathology, x-ray or to see a specialist we suggest you enquire when making your appointment as to any further fees you may incur.

Waratah Medical Services offer the following:

General Family Medicine	Diabetes Clinic
Mental Health Care Plans	INR testing
Skin Checks	GP Management Plans
Recall/Reminder Systems	Team Care Arrangements
Travel Immunisation & Advice	Health Care Assessments
Immunisations	Pathology Tests
Family Planning	Aboriginal Health Assessments
Antenatal Care	Counselling Services
Minor Surgical Procedures	Translating / Interpreting Service
Sexually Transmitted Disease Screening	Workers Compensation Consultations

Phone Calls

It is possible to speak with your Doctor during surgery hours. Our receptionist or practise nurses will be able to assist you in most cases. However, if appropriate, the Doctor will return your call at lunch time 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 required to sign an authority and there is a fee involved to cover the cost of the transfer.

Test Results

Results are downloaded and checked on a daily basis. If your Doctor requires you to make a follow up appointment you will be phoned by our practice nurse to arrange a suitable time.

Registers

As part of our services, we will automatically add you to any relevant registers for example; Pap Smear Register or Immunisation Register. If you do not wish for this, please speak with your Doctor.

Feedback & Complaints

We have suggestion boxes available for all patients/visitors to express any concerns, suggestions of improvements to our practice or any praises they may have. These are checked on a regular basis and responses are made in an appropriate and timely manner.

Privacy & Confidentiality

Patients of our practice have the right to access their personal health information under the Privacy Amendment (Private Sector) Act 2000. On request for access to personal health information, our practice documents each request and endeavours to assist patients in granting access where possible and according to the privacy legislation. The patient's request must be forwarded to the patient's treating doctor. Each patient or legally nominated representative must have their identification checked prior to access being granted.

Complaints and suggestions

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 or write it in a letter so that it may be adequately addressed. We welcome any suggestions you have to help us improve our services to you. Should you feel your issues need to be taken further you may contact The Office of the Australian Commissioner (AOIC) on 1300363992 or visit their website www.oaic.gov.au.