

### Feedback & Complaints

We have suggestion boxes available for all patients/visitors to express any concerns, suggestions of improvements to our practice or any praises you 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 in writing. 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 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](http://www.oaic.gov.au).



## Waratah Medical Services @ Morisset

89 Dora Street  
Morisset NSW 2264

Phone: 4973-9700 Fax: 4973-1255 After Hours: 4973-9799

E: [enquiries@waratahmed.com](mailto:enquiries@waratahmed.com)

W: [www.waratahmedicalservices.com](http://www.waratahmedicalservices.com)

ABN: 14 761 739 424

DOCTORS	
<b>Level 5</b>	<b>Level 3</b>
Dr Pieter Erasmus	Dr Gary Van Wyk
Dr Ekta Nagarsekar	Dr Philip Lock
Dr Edwin Myint	Dr Gerhard Beukes
Dr Benjamin Tong	
CLINICAL STAFF	
Cathy RN	Sarah RN
Chloe RN	Dean EEN
Gail RN	Noelene EEN
RECEPTION STAFF	
Cindy	Mim
Colette	Wendy
Erin	Winnie
Lyon	
MANAGEMENT	
Hettie	Director
Sue	Operations Business Manager
Sharon	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.**

### Practice Hours

Our surgery is open Monday - Friday 8:00am - 5:30pm  
**We are closed ALL Public Holidays.**

### 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 and to offer the appointment to others.

### After Hours

Our Doctors and those from Waratah Medical Services @ Cooranbong provide an After Hours service:

Monday – Friday 5pm – 7pm  
 Saturday – Sunday 9am – 1pm.

As this service is run on a rotating roster you may not always see your usual doctor. There are no pre-booked or walk in appointments in the After Hours Clinic.

**Please call 4973-9799 from 5pm on week days and from 9am on Saturdays and Sundays for an After Hours appointment.**

The National Relay Service (NRS) is a government initiative that allows people who are deaf, hard of hearing and/or have a speech impairment to make and receive phone calls 24 hours per day. To access our surgery using this service please call **1300 555 727** (Voice Relay Service), **133 677** TTY (Teletypewriter options), or **0423 677 767** (SMS relay). Should you require an After Hours appointment please have the NRS contact our rooms during normal business hours.

Translating and Interpreting Service (TIS National) provides phone and on-site interpreting services in over 150 languages. Phone: **131 450** or to pre book an appointment email: **tis.prebook@homeaffairs.gov.au**

**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.**

### Patient Fees

Waratah Medical Services @ Morisset is a mixed billing practice.

Pensioners, Health Care card holders, DVA and children under 16 are Bulk Billed provided you are registered with Medicare, otherwise private fees apply. Some specialised services may incur a fee.

For patients who do not have a pension, healthcare card, and/or are over 16 there is a private fee for general consultations.

All patients attending for clinic appointments with the nurse for chronic disease management, mental health assessments and health care assessments will be Bulk Billed, providing you are registered with Medicare.

Please check with the receptionist when making your appointment if there are any out of pocket fees.

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.

Patient Fees		
Services	Pensioner HCC/ DVA Child < 16	Private Patients
Brief Consult	Bulk Billed	\$40.00
Standard Consult	Bulk Billed	\$60.00
Long Consult	Bulk Billed	\$90.00
Pro longed Consult	Bulk Billed	\$130.00
Well Woman Check	Bulk Billed	\$100.00
Full Body Skin Cancer Check	Bulk Billed	\$100.00
Iron Infusion	\$150.00	\$150.00
Results recall by Doctor	Bulk Billed	
Consumables	Pharmacy	
After Hours Consultations		
Week days		
Standard Consult	Bulk Billed	\$60.00
Long Consult	Bulk Billed	\$90.00
Saturdays (9am-1pm)		
Standard Consult	Bulk Billed	\$60.00
Long Consult	Bulk Billed	\$90.00
Saturdays (1pm-3pm) and Sunday (all day)		
Standard Consult	Bulk Billed	\$75.00
Long Consult	Bulk Billed	\$110.00

### 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

### Registrars

Waratah Medical Services @ Morisset is a teaching practice that employs GP Registrars.

A GP Registrar is a qualified doctor who is training to become a GP through a period of working and training in a practice. They will usually have spent at least two years working in a hospital before you see them in a practice and are closely supervised by a senior GP.

Due to the nature of the GP Registrar training program, GP Registrars will stay in the practice for a limited time.

### Home Visits

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

### 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. This recalled appointment will be Bulk Billed provided you are registered with Medicare.

### Registers

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