



Waratah Medical Services

Information for Patients

Our Team:

DOCTORS	CLINICAL STAFF	ADMIN
Dr Francois Theron Principal Doctor Principal Supervisor	Kim Registered Nurse Clinical Leader	Sue Group Practice Manager Waratah Medical Services Pty Ltd
Dr Deon Hoffman	Debbie, Registered Nurse	Fern, Front Line Office Manager
Dr Pieter Erasmus	Michaela, Endorsed Enrolled Nurse	Carlie, Medical Receptionist
Dr Emma Smith	Noelene, Community Nurse EEN	Rhiannon, Medical Receptionist
Dr Maria Kahloon		Michelle, Medical Receptionist
		Kelly, Medical Receptionist
		Sheree, Medical Receptionist
		Theresa, Medical Receptionist

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 is not available you will be offered an appointment with another doctor at our practice. If you feel you need 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 make your appointment as this gives us the opportunity to re schedule your appointment if required and also the opportunity to offer your cancellation to another patient. All email correspondence is checked regularly and attended to as required.

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

ABN: 65 740 830 081

Suite C34/35 Kanwal Medical Complex 654 Pacific Hwy Kanwal NSW 2259 Ph: (02) 4392 7733

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

Updated 2020.2

Telephone Calls: It is possible to speak with your doctor during surgery hours. Our practice nurse and/or receptionist will be able to assist you in most cases. However, if appropriate your doctor will be given a message and they will call you during the day. If your matter is urgent you will be able to talk to the doctor immediately.

Transfer of records: We acknowledge each patient's right to seek further opinion or to transfer to another doctor of their choice. Patients are requested to sign an authority form and show proof of identity for their records to be securely transferred to their new practice. There is a charge to cover costs for this service.

Test Results: Results are downloaded and checked on a daily basis. If your doctor requires you to make a non-urgent follow up appointment our nurse will contact you by telephone and will organise a suitable appointment with you. If you require urgent follow up, either the doctor or nurse will telephone you and an urgent appointment will be made for you.

Patient Health Information: The Policy on Patient Health Information brochure is located on each reception desk.

Patient Fees: Our practice bulk bills most standard consultations. However, some services do attract an out of pocket fee. You will be advised if there is a fee at the time of booking. If you are referred by your doctor for pathology, x ray, allied health or to a specialist you will need to enquire as to any out of pocket costs directly with the referred service when you are booking.

Regular Opening Hours: The practice is open for appointments from 8.00am-5.00pm Monday to Friday. We are closed public holidays and weekends.

After Hours: The practice has an after hour service on a Mon, Tues, and Thursday evenings from 5.30pm – 7.00pm. Telephone: 4393 9622. This service is private fee only and payable on the night. Please telephone the receptionist to enquire of the fee and what the out of pocket will be. For care outside of our opening hours please attend Wyong Hospital (4394 8000). For urgent medical care or in the case of an emergency, please dial 000 and request an ambulance.

Home visits: Home visits if appropriate will be arranged directly with your doctor. Fees will be advised when booking.

Register: As part of our service we will automatically add you to any relevant recall registers. If you do not wish to be added please speak with your doctor.

Feed back and/or complaints:

We aim to provide a high quality of service and care to all our patients and our local community. If however, you have a complaint please ask to speak with the Office Manager and/or email the Group Practice Manager at: generalenquiries@waratahmed.com Att: Sue. We aim to address your concerns in a timely manner. Positive feedback is also gratefully received and shared amongst our team.

Should you feel your issues need to be taken further you may contact The Health Care Complaints Commission by calling the Inquiry Line on 1800 043 159 (toll free in NSW) or contacting the HCCC online.