

## Waratah Medical Services @ Kanwal

Suite C34, Kanwal Medical Complex  
654 Pacific Highway, Kanwal NSW 2259  
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ABN: 65-740-830-081

### Practice Hours

Our surgery is open

Monday - Friday 8:00am - 5:00pm

We are Closed ALL Public Holidays and weekends.

### 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.

### 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

### After Hours

Waratah Medical Services @ Kanwal does not offer an after hours service.

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

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](mailto:tis.prebook@homeaffairs.gov.au)

### Patient Fees

Waratah Medical Services @ Kanwal is a private billing practice.

Children under 16 and DVA card holders will be bulk billed for general consultations, providing you are registered with Medicare. Some other services may attract an out of pocket fee.

For **ALL** other patients there is a private fee for general consultations.

**ALL PATIENTS** 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	Health Care Card/Concession	ALL other Patients
Brief Consult	\$40.00	\$50.00
Standard Consult	\$60.00	\$70.00
Long Consult	\$100.00	\$110.00
Pro longed Consult	\$135.00	\$145.00
Well Woman Check	\$110.00	\$110.00
Full Body Skin Cancer Check	\$110.00	\$110.00
Telephone Consult	\$60.00	\$70.00

### Registrars

Waratah Medical Services @ Kanwal 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 either 6 month or 12 month blocks.

### 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.

## 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 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).

### 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.**