

Our Mission is to provide the highest quality care and service to ensure the health of our patients.

This Practice is committed to quality improvement and is accredited by AGPAL

WE VALUE YOU AS A PATIENT AND WOULD APPRECIATE ANY SUGGESTIONS YOU HAVE THAT WOULD HELP US PROVIDE YOU A BETTER SERVICE

COMPLAINTS

If you are unhappy with any aspect of your treatment or the service provided we would like you to tell us. We will endeavor to resolve any complaints within the Practice. However you may also contact:-

Health & Community Services Complaints
Commissioner
PO Box 199, Rundle Mall, Adelaide, SA,
5000
Ph: 8226 8652 or Fax: 8226 8620
OR
Australian commissioner on Safety and
Quality in Healthcare
Level 7, 1 Oxford Street, Sydney, NSW,
2001
Ph: (02) 9263 3633

ADDITIONAL SERVICES

Did you know that we provide many continuing services; family planning (shared care), pap smears, pregnancy tests, ECG heart checks, counselling, vaccinations, minor surgery, cautery for warts, nutritional advice, skin checks and health assessments including Medicare Care Plans.

There is no doubt that the best medical services we can provide to you is to recommend an annual medical check-up. This enables us to monitor and deal with any issues which may be developing unbeknown to you before they progress too far. It is a great feeling to have a tick for WELL BEING each year around your birthday rather than dealing with illness that may have been avoided.

REMEMBER – “PREVENTION IS BETTER THAN A CURE”

PRIVACY POLICY

It is the policy of this Practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of our staff. Referral letters to other health care providers may contain details of your patient health information to enable optimal care.

This Practice complies with the Federal Privacy Act and the Australian Privacy Principles. A copy of our Privacy Policy is available on request.

Patients of our Practice have the right to access their personal information. All requests for access must be made by completing an application form.

NORWOOD Family Practice

Personalized Comprehensive Medical Care
www.norwoodfamilypractice.com

PRACTICE INFORMATION BROCHURE

- **General Practitioners:**
Dr Ivan Krell
Dr Julie Mencil
Dr Srimal Nawana
Dr Chui-Ping Hew
Dr Michael Wassef
- **Practice Manager**
Merici
- **Practice Nurse**
Helen
- **Receptionists**
Ada
Mary
- **Psychologists**
Tina Forgione
Leanne Seaman
- **Physiotherapist**
Libby Woodroffe
- **Podiatrist**
Sam Williams

SA PATHOLOGY COLLECTION CENTRE

Surgery Hours
8.30 am – 5.30 Mon – Fri
8.30 am – 12.00 noon Sat

APPOINTMENTS

Consultations are made by phoning during opening hours. Appointments are normally made for either 10 or 15 minute consultations. Longer appointments may be necessary for insurance and employment medical's, driver's licence medicals, full medical check-ups and some medical procedures.

The aim of this Practice is to keep appointments running to schedule. However, priority will be given to URGENT cases when necessary and this may cause some delays.

Please feel free to call ahead and check how our day is running, and the likelihood of being seen on time, if you need to.

Patients are seen in order of their booked appointments, except in the case of an emergency, when your appointment time could be delayed.

CANCELLATIONS

If you can't attend an appointment, please notify the Practice as soon as possible. We charge a \$20.00 fee for appointments that are missed without adequate notification.

AFTER HOURS CARE

If you need a Doctor when the Surgery is closed, please call our phone number 8332 0055. This Practice Provides 24 hour care for our patients through a roster of our Doctors.

TELEPHONE CALLS

Doctors will not generally take patient calls during consulting times, they will however take emergency telephone calls during consults. If you call is regarding a non urgent medical matter that requires discussion, the doctors would appreciate you making an appointment to see them.

TEST RESULTS

Patients are advised that it is their responsibility to follow up any investigations undertaken. Results of routine tests are normally available within two working days.

When pathology tests are ordered during a consultation your doctor will advise you if you need to telephone for your results or alternatively make an appointment.

Your doctor may also email you when your results arrive back at the Surgery to advise you if your results are normal or abnormal and to advise you if you need to make an appointment. If you would like a copy of our written policy on receiving and returning electronic communication please ask the Receptionist.

BILLING PRINCIPLES

For fees and charges please refer to insert.

We request full payment after each consultation by cash, EFTPOS, Credit Card or Cheque. A discount is offered to those paying their account in full on the day. A reduced scale of fees for Pensioners and Health Care Card Holders will apply.

Our fees are consistent with other practices providing quality health care.

REPEAT PRESCRIPTIONS AND SPECIALIST REFERRALS

Repeat prescriptions and specialist referrals require an appointment with your Doctor and in the interests of better health and safety will NOT be issued by telephone request.

REMINDER SYSTEMS

For your convenience we also have a recall system, which we can use to remind patients when they are due for things like a yearly check-up, your next pap smear, cholesterol check etc. If you would like to be added to our recall system please advise your Doctor or sign the consent form at Reception. Some information may be transferred to national registers (e.g. immunization data) or state and territory bases systems (e.g. cervical screening or familial cancer registers) in order to improve care. Please advise the Doctor if you do not wish to have your information transferred.

ABORIGINAL OR TORRES STRAIT ISLANDER CULTURAL AND ETHNICAL BACKGROUND

The delivery of care in General Practice is undergoing change. Many chronic diseases such as Diabetes and Chronic Heart Disease are linked to genetic factors so your family history and cultural background can affect your risk factors.

Also immunisation schedules are different for some population groups.

Please advise your doctor or the receptionist of your genetic background.

TELEPHONE INTERPRETER SERVICE

If you require an interpreter service for your consultation please advise either the doctor or receptionist. Our doctors have access to the Doctors Priority Line through the Translating and Interpreter Service.