



Our Mission: is to provide the highest standard of patient care incorporating a holistic approach toward diagnosis and management of illness. This practice is committed to promoting wellness and disease prevention to all patients. We aim to provide care within a compassionate, supportive and educational environment.

FEEDBACK AND COMPLAINTS:

We have a suggestion box situated in the waiting room if you would like to pass on any feedback to us.

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 8666 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

PRACTICE STAFF

Practice Manager:

Merici

Receptionists:

Ada, Mary, Emma

Practice Nurse:

Penny, Yasmin

ALLIED HEALTH:

Sam Williams, Podiatrist
Leanne Seaman, Psychologist
Andrej Kanner, Audiologist

DOCTORS:

Dr Hussain Kajani

MBBS, FRACGP

Dr Julie Mencil

BM BS FRACGP MFM (CLIN)

Dr Srimal Nawana

BM BS FLINDERS FRACGP

Dr Chui-Ping Hew

BM BS FRACGP MFM (CLIN)

Dr Lucas Vuong

BMBS, FRACGP

Dr Bhavna Mishra

MBBS

Dr John Weaver

MB BS BSc(Hons)

**SA Pathology
Collection Centre**
Open Mon-Fri
8.00 am - 12.00 pm



67 Edward Street, Norwood
Norwood Familypractice.com.au
reception@norwoodfp.com.au

Tel 8332 0055
Fax 8331 9884

Norwood Family Practice

Practice Hours:

Monday – Friday

8.00 am – 5.30 pm

Saturdays

9.00 am – 12.00 noon

AFTER HOURS & EMERGENCY

If you need a Doctor when the Surgery is closed, please call our phone number 8332 0055. The Practice provides 24 hour care for our patients.

If you have an emergency please call 000



BILLING ARRANGEMENTS

For fees and charges please refer to insert.

We request full payment after each consultation by cash, EFTPOS, Credit Card or Cheque. Your Medicare rebate can be paid into your bank account instantly using your savings or cheque account.

Patients with a Health Care Card, Aged Care Pension Card, Disability Pension Card or a Commonwealth Seniors Health Card pay a reduced scale of fees.

APPOINTMENTS

You can make an appointment with your Doctor by phoning the Surgery on 8332 0055 or via www.hotdoc.com.au or healthengine.com.au. Please book ahead when possible. We have an appointment system that allows for some spaces each day for urgent medical problems, which will be dealt with promptly.

If you need more time with your doctor, please tell the Receptionist when making your appointment. Extra time may be needed for new patients, full check-ups, woman's checks, insurance medicals, complicated or multiple health problems, non-specific problems such as fatigue and headache and issues requiring counselling. If you would like one of the staff to CHAPERONE you during a consultation with a doctor, please speak to Reception when making the appointment.

CANCELLATIONS

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

ADDITIONAL SERVICES

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

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 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.

EMAIL POLICY

There is a risk that emails sent to or sent by Norwood Family Practice could be read by someone other than the intended recipient.

Patient consent to receive email will be obtained and recorded in the patient file.

For a full copy of our email policy please ask the Receptionist.

PRIVACY ACT

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

Privacy Commissioner's phone number: 08 8204 8791.

TELEPHONING YOUR DOCTOR & YOUR RIGHTS

You can contact doctors by phoning during normal surgery hours. A message will be relayed if the doctor is consulting. Of course, in an emergency, calls will be put straight through.

REPEAT PRESCRIPTIONS AND 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 reminder system, which we can use to remind patients when they are due for things like a yearly check-up, your next Cervical Screening Test, cholesterol check etc. If you would like to be added to our recall system please advise your Doctor. Some information may be transferred to national registers (e.g. immunization data) or state and territory based systems (e.g. cervical screening or familial cancer registers) in order to improve care. Please advise your 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 immunization 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.