

PRACTICE INFORMATION

Patients have access to up-to-date information regarding the practice through this information sheet, practice fee list, as well as our Patient Information Pamphlet. All pamphlets can be found at reception.

Practice Details:

GP Health Hackham Clinic
Shops 8 – 11, 154 Main South Road
HACKHAM SA 5163
Phone: 8326 7199
Fax: 8326 7088
Email: reception@gphealthhackhameast.com
Website: <https://gphealthhackham.com/>

Opening Hours:

Monday – Friday - 9.00am – 6.00pm
Saturday – Subject to Doctor availability
Sunday – CLOSED
Closed Public Holidays

Australian Clinical Labs Opening Hours:

Monday – Friday 8.30am – 1.30pm
Closed Public Holidays

Practice Services:

We are a long-standing medical centre with experienced general practitioners who have a broad knowledge of general practice, preventative medicine, and family health care. We especially value our relationships with our patients and view the doctor-patient partnership as an integral part of our practice.

Our practice offers a range of different services for our patients. These include:

- **General Medicine**
This appointment can be completed in the clinic, or as a telehealth appointment if you have been seen in person by your doctor in the last 12 months.
- **Aged Care**
This appointment can be completed in the clinic, or as a telehealth appointment if you have been seen in person by your doctor in the last 12 months.
- **Blood Tests**
Australian Clinical Labs is located on site in the clinic. You are not required to book an appointment. Australian Clinical Labs is able to take most pathology forms from other pathology clinics (e.g. SA Pathology, Clinpath).

- **Chronic Disease Management Plans (GP Management Plan)**

If you suffer from a chronic illness, you may be eligible for GP Management Plan. Your GP Management Plan will be specifically tailored to your health needs and will:

- o List the actions you can take to help manage your condition.
- o Set goals for your treatment.
- o Set out the services to be provided by your GP.
- o Be regularly reviewed, at least 6 monthly, ensuring the plan changes along with your needs.

As part of your plan, referrals can be made to Allied Health professionals e.g. Dieticians, Exercise Physiotherapists, and Podiatrists etc. With these referrals in place, Medicare will give rebates for the services. There may be a small fee, but this will be determined by your Allied Health Professional. If you are referred to an Allied Health Professional within our clinic, please ask one of our friendly reception staff to provide you a copy of their fees. Chronic Disease Clinics requires a 30-minute in-person appointment with our Practice Nurse and 12-minute standard appointment with your regular doctor following the nurse consultation. *This appointment must be in the clinic and cannot be a telehealth.*

- **Health Assessments**

75 Years Old and Over

As we get older, many of us become more vulnerable to illness. The Federal Government has recognized this and has introduced an annual health check for everyone over the age of 75. The aim of the health check is to identify, prevent, or lessen the effect of disease processes and identify any areas where assistance may be required to improve your lifestyle. The nurse conducts the assessment, and you are then seen by your GP to discuss the findings. The nurses will also identify any needs or services that may be required at home. *If you would like a 75+ years Health Assessment, please contact reception. This appointment must be in the clinic and cannot be a telehealth.*

45 – 49 Years Old

The Federal Government introduced a Health Check for all patients aged between 45-49-Years-Old who may be at risk of developing a health condition such as diabetes, heart disease, or other long-term chronic diseases. The aim of the health check is to help identify, prevent, or lessen the effect of the disease. This health check will give us the opportunity to look at your lifestyle, medical, and family history to determine if you may be at risk. The nurse conducts the assessment, and you are then seen by your GP to discuss the findings. *If you think you are eligible and would like to book in for a 45-49 Health Assessment, please contact reception. This appointment must be in the clinic and cannot be a telehealth.*

Aboriginal and Torres Strait Islander People

The aim of this Health Assessment is to provide early detection, diagnosis, and intervention for common and treatable conditions. The assessment involves a health check, including physical, psychological, and social wellbeing. It also determines what preventative health care, education and assistance could be offered to improve overall health and wellbeing. This assessment is available to Aboriginal and or Torres Strait Islander people of all ages. *If you would like to book an Aboriginal and Torres Strait Islander People Health Assessment, please contact reception. This appointment must be in the clinic and cannot be a telehealth.*

- **Home Medication Review**

If you are on multiple medications or having difficulty with managing your medication, your GP may organize for your pharmacist to visit you at home or in the pharmacy. Your pharmacist will review all your medications including any over-the-counter medications, and any aids used (e.g. puffers or spacers). The pharmacist will forward a report to your GP, and you will be asked to see your GP for the review. *This appointment must be in the clinic and cannot be a telehealth.*

- **Mental Health Treatment Plan**

For most patients with a mental health condition, Medicare rebates are available for up to ten individuals and ten group allied mental health services per calendar year. A GP Mental Health Treatment Plan will be required to access these visits. Your GP will develop the mental health treatment plan and referral with you. *This appointment must be in the clinic and cannot be a telehealth.*

- **Specialist Referrals**

You are required to see your doctor prior to your specialist appointment to arrange a referral. We cannot give you a referral letter without an appointment with your doctor. The specialist will be advised via the referral letter of relevant aspects of your health information to enable the specialist to manage your condition appropriately. *This appointment can be completed in the clinic, or as a telehealth appointment if you have been seen in person by your doctor in the last 12 months.*

- **Repeat / Ongoing Referrals**

You must see your doctor for a repeat referral. This enables your doctor to monitor your ongoing health issues, update any other details, and ensure effective communication with your specialist. The referral letters are usually valid for 12 months only. We ask that you please book these appointments in advance as we cannot always guarantee same day appointments. *This appointment can be completed in the clinic, or as a telehealth appointment if you have been seen in person by your doctor in the last 12 months.*

- **Repeat / Ongoing Scripts**

You must see your doctor for a repeat script. The doctor is unable to provide a script without a booked appointment. This enables your doctor to monitor your ongoing health issues and update any other details that may be required. We ask that you please book these appointments in advance as we cannot always guarantee same day appointments. *This appointment can be completed in the clinic, or as a telehealth appointment if you have been seen in person by your doctor in the last 12 months.*

- **Ear Syringe**

Ear syringes are performed by your doctor to remove stubborn ear wax blockage. *This appointment must be in the clinic and cannot be a telehealth.*

- **ECG**

An ECG can be performed at the clinic by nursing staff and reviewed by the doctor. It takes approximately 15 minutes. Alternatively, Australian Clinical Labs also performs ECG's if it has been requested on a pathology form. *This appointment must be in the clinic and cannot be a telehealth.*

- **Vaccinations and Injections**

Vaccinations and injections are performed by a nurse. Please make sure to book an appointment with your nurse as well as your regular GP. *This appointment must be in the clinic and cannot be a telehealth.*

- **Women's Health**

Our doctors cover all aspects of women's health to provide advice, support, and direction for any issues you may experience, including but not limited to:

- o Breast care
- o Cervical Screening Tests (HPV Pap Smears)
- o Menstruation
- o Reproductive health
- o Sexually transmitted infections
- o Menopause
- o Endometriosis
- o Incontinence

These appointments can be completed in the clinic, or as a telehealth appointment if you have been seen in person by your doctor in the last 12 months. Please note HPV Pap Smears and Sexually Transmitted Infections must be completed in clinic, however you are able to receive the results of these via a telehealth appointment.

- **Men's Health**

Our doctors are here to support your health concerns. We manage a wide range of men's health matters including but not limited to:

- o Puberty
- o Sexually transmitted infections
- o Reproductive health
- o Hormones
- o Erectile dysfunction
- o Prostate Health

These appointments can be completed in the clinic, or as a telehealth appointment if you have been seen in person by your doctor in the last 12 months. Please note sexually transmitted infections must be completed in clinic, however you are able to receive the results of these via a telehealth appointment.

- **Children's Health**

It is important to assess and monitor the growth and development of children. We are pleased to support you in this role by providing the following services and assessments for your child:

- o Immunisations
- o Physical Activity
- o Behavioral Patterns

Please note your child must be present with you at the time of their appointment. These appointments can be completed in the clinic, or as a telehealth appointment (excluding immunisations) if your child has been seen in person by their doctor in the last 12 months.

- **Childhood Immunisations (6-week,4-months, 6-months, 12-months, 18-months and 4-years-old)**

Childhood Immunisations are available Monday to Friday*, an appointment is required with your GP and the immunisation nurse. You are required to stay in the surgery for 15 minutes after the immunisation in case of reaction.

- o For 6-weeks, 4-month, and 12-month Immunisations, the child will require Panadol 30 minutes before the appointment time.
- o For children without a Medicare number, a script will be provided by the GP for private purchase of vaccines at the parent's cost.

**12-month Immunisations can only be booked on a Monday OR Friday as we require 2 nurses due to the number of vaccinations given. This appointment must be in the clinic and cannot be a telehealth.*

- **Drivers Licence Medical**

Our doctors can complete both Heavy Vehicle* and Commercial Driver's Licence.

If you require glasses to drive, we ask that you see your optometrist *prior* to seeing your doctor as they are unable to sign off on your form until you have seen the optometrist. *This appointment must be in the clinic and cannot be a telehealth.*

**Please note there is a fee of \$110.00 for the Heavy Vehicle Drivers Licence Form that will need to be paid on the day.*

- **Employment Medicals, University Medicals or School Medicals.**

Our doctors can fill out any employment medicals you may require. We are unable to bill this through to Medicare so please be aware there will be a fee involved with this regardless of whether you are eligible to be bulk billed. *This appointment must be in the clinic and cannot be a telehealth.*

- **Allied Health**

We have a range of different Allied Health onsite in our clinic. These include:

- o Physiotherapy
- o Psychologist
- o Independent Hearing
- o Exercise Physiologist

These appointments must be in the clinic and cannot be telehealth.

Practice Doctors

Dr Pradeep Lath (MBBS, FRACGP)

Dr Lath specialises in Chronic Disease Management, Anxiety And Depression. He is also trained in being a Youth Friendly Doctor.

Languages Spoken: fluent English and Hindi.

Dr Bhavik Goswami (MBBS, FRACGP)

Dr Goswami special interests are Aged Care, General Medicine, Men's Health, Chronic Disease Management.

Languages Spoken: fluent in English, Hindi and Gujarati

Dr A Antony Peciulis (MBBS, FRACGP)

Dr Peciulis interests are in Musculoskeletal / Sports Medicine, Work Injuries, Asthma, and Family Medicine.

Languages Spoken: Fluent in English and Lithuanian.

Practice Nurses

Practice Nurse—Sue

Registered Nurse

Sue's duties include Immunisations, Chronic Disease Management Plans, Pap Smears, ECG, Implanon Removal/Incision and Wound Dressings.

Cody-Anne

Registered Nurse

Cody's duties include Immunisations, Chronic Disease Management Plans, Pap Smears, ECG, and Wound Dressings.

Practice Manager

Alyse Wells

Reception Staff

Jamie Sutton

Phoebe Pearce

Morgan Sharrad

Madeleine Ayliffe

Allied Health

Dr Nazia Aziz—Clinical Psychologist

Nazia has specialized training in providing assessments for learning difficulties, dyslexia, ADHD & ASD for both children and adults.

Her clinical practice consists of therapy and counselling for anxiety, depression, grief and loss, stress management and healing from trauma.

Languages Spoken: fluent in English, Urdu, Punjabi and Hindi.

Nazia works weekly on a Friday

Kunal Shah—Physiotherapist

Kunal Has been a part of Physiointegrated since 2014, while known as dry needling 'Guru', he has a strong interest in Sports physiotherapy and has worked with many elite athletes.

Kunal works weekly on a Monday.

Independent Hearing

Independent Hearing come to the clinic to provide their services. These include but not limited to:

- o Industrial Hearing Loss Claims (Industrial Deafness)
- o Hearing Aid Repairs, Servicing and Adjustment
- o Sleep Plugs, Noise Plugs, Swim Plus and Ear Molds
- o Ear Wax Removal (only at select locations)

Reviewed 26/08/2023

Appointments

Please phone our friendly receptionists to book an appointment on 8326 7199. Alternatively, you can book appointments online via HotDoc.

Emergencies will always be given priority.

Longer consultations

Longer appointments are required to be booked for the following conditions: new patients, Multiple Conditions, 2 week checks for mother and baby, 6 week checks for mother and baby, Driver's Licence forms, Centrelink forms. **Please advise our receptionists when you book if you require extra time.**

Please note for the 2-week/6-week checkup – if the child is not on Medicare card yet, there will be a fee for the consultation.

Walk-in appointments

Walk-in appointments are welcome and will be allocated the first available appointment, which may require some waiting, emergencies will be given priority.

Home Visits

Home visits are offered to our patients through our after-hours service. Our GP's do not provide home visits. Home visits can be organized through the National Home Doctor Service and can be contacted on 13 74 25.

Communication / Telephone Policy

Doctors do not take phone calls during consultations unless it is an Emergency. If you need to speak with your doctor, please leave a message with reception.

HotDoc

All patients can book or cancel doctors' appointments online via HotDoc. Please ensure you are booking the correct type of appointment that you require.

For those not eligible for bulk-billing, when booking a telephone consultation online via HotDoc, you will be prompted to enter card details. This will be securely stored online, and payment will only be taken out of your nominated account *after* your phone consultation. The Medicare Rebate will be put into your nominated bank account with Medicare – this may take a 1-2 days.

HotDoc also enables us to be able to send out bulk text messages to patients informing them of available clinics they can book for. For example, Influenza vaccinations, COVID vaccinations.

To be eligible for these messages, please ensure you have provided reception with a current mobile number.

Test Results

If you have been sent for tests, please ensure you book a follow-up appointment 2-3 days after. Test results can be given in person at our clinic. Alternatively, you are able to receive these results via a telehealth consultation if you have been seen in the clinic by your doctor in the last 12 months.

Our HotDoc system will also inform you of any results or correspondence the doctor may want to discuss with you.

Fees and billing arrangements

Doctor Appointments:

Our doctors will bulk bill for the following appointments/patients:

- Patients who are aged 16 years or younger.
- Patients who hold a current concession, pension or DVA card.
- GP Management Plans.
- Health Assessments.
- Mental Health Care Plans.

If you do not meet the above eligibility criteria, you will be required to pay a fee at the end of your consultation. The full amount will need to be paid on the day; no accounts will be given. The Medicare Rebate will be put back into your nominated bank account with Medicare – this is usually the same day, however, may take longer.

Please note if your appointment is in relation to a Workcover Claim, Motor Vehicle Accident, Employment, School or University Medical, or a Heavy Vehicle Drivers Licence, you will still be required to pay for your consultation regardless of if you meet the above criteria.

If you have booked a telehealth consultation with your doctor and you *are not eligible* to be bulk billed, you will receive a text message from HotDoc requesting payment details. This will be securely stored online, and payment will only be taken out of your nominated account *after* your phone consultation. The Medicare Rebate will be put into your nominated bank account with Medicare – this may take a 1-2 days.

Allied Health Appointments:

Payment will also be due at the end of your consultation. If you pay with your physical card (not your mobile phone), we are able to put the rebate straight back in to your account at the time of payment.

Please ask one of our friendly reception staff for a copy of our practice fees.

Reminder system

Our practice is committed to preventative Healthcare. If you have a mobile number, we are able to set you up for SMS reminders the day before your appointment. This will be sent via HotDoc.

Email System

Email is not a secure form of communication. Whilst we make every effort to keep your information secure, it is important for patients to be aware of the risks associated with electronic communication in that information could potentially be compromised and accessed by someone other than the intended recipient. Patients must be aware that any communication they direct to the surgery via email is also NOT secure and confidentiality cannot be guaranteed. Patients communicating through email do so at their own risk.

We send all emails via an encrypted system to keep the privacy of the patient as best we can. Any documents sent via email are password protected. We are unable to send documents without them being password protected, therefore if you are unable to open this on your device, you will need to come into the clinic to collect your documents.

Management of patient health information

GPHealth Hackham is committed to ensuring that your personal and medical information is professionally managed in accordance with the privacy act 1988 and all relevant state legislation (Privacy Legislation). The privacy Act 1988 contains the National Privacy Principles, which in conjunction with other Privacy Legislation sets standards for the way in which private organisations such as GPHealth handle personal information.

Interpreter/ Relay Service

(TIS) Translation and Interpreter Service is a professional translating service available for non-English speaking patients of our clinic. **PH. 131 450**

There is also a service available for Hearing Impaired Patients. This service is the National Relay Service (**NRS**) **Ph. 133 677**

Patient Feedback

We value patient's feedback. A suggestion box is located in our waiting room. Please feel free to leave suggestions or ideas you may have that may improve our practice and service. As we are a fully accredited practice with GPA Accreditation, occasionally we may ask you to fill in a feedback form. This is also to identify areas that can be improved upon.

Cancellation Policy

Doctors Appointments: If you do not attend 3 appointments within a 12-month period without cancelling, you will be required to pay a \$65.00 Non-Attendance Fee before any further appointments can be made.

Please note for any Doctors appointments, we require a **MINIMUM 2 HOURS NOTICE**.

Allied Health Appointments: If you do not attend 2 appointments within a 12-month period without cancelling, you will be required to pay a \$65.00 Non-Attendance Fee before any further appointments can be made.

Please note for any Allied Health appointments, we require a **MINIMUM of 24 HOURS NOTICE**, any less than this will result in a did not attend and a letter being sent to you.

For each non-attendance of an appointment, you will receive a letter from us informing you of your missed appointment date and time. This letter will also inform you of any upcoming fees if applicable.

Please note: Non-attendance appointments are separate for Doctors and Allied Health. You will also be unable to book appointments through HotDoc if you are required to pay a non-attendance fee. Once payment has been received, you will be able to book appointments via HotDoc again.

Helpful Information

Prescriptions

All prescriptions and repeats require an appointment with your GP. This can be done via a telehealth consultation if you have been seen in the clinic in the last 12 months. We ask that you please book these appointments in advance as we are unable to guarantee a same day appointment.

Medicals & Forms

Please inform reception staff at the time of making your appointment if it is for a medical form, as you may require a longer appointment. These medicals will incur a fee, this fee will depend on the amount of information required by your GP.

Vaccinations

We provide vaccinations for children, adults and people travelling overseas. Please bring child's blue vaccination book with you to your appointment. Childhood immunisations are free of charge if you have a current Medicare card. Patients 65 years or older are eligible for free Flu or Pneumonia vaccine.

Patients with Chronic Disease may also be eligible. Please ask your doctor regarding this.

Aboriginal and Torres Strait Islander Patients

Please inform the reception staff if you are Aboriginal and Torres Strait Islander. This initiative is supported by the National Aboriginal Community Controlled Health Organization and by informing us we can then offer you certain health checks and immunisations.

Cultural background

Please inform reception staff of your cultural background. This information is kept in your file and could identify special health needs that may arise in the future.

Allergies

Please inform your doctor or nurse of any allergies you may have to medications, food, or substances.

Referrals

All referrals to a specialist require a doctor's appointment - this is to assess your health first. Please be aware that referrals last 12 months.

Complaints

If you would like to pursue a complaint you can do so by contacting the Practice Manager Alyse by contacting her on 8326 7199.

To make a complaint to the Medical Board you can do so by either e-mail, phone, or web enquiry to APRAH:

Ph. 1300 419 495 Website: www.ahpra.gov.au or in person at

Level 8, 121King William Street, Adelaide SA 5000