The Health Care Centre

17 Kialla Road
CROOKWELL NSW 2583
Phone: (02) 4843 2500
www.thehcc.com.au

Dr Johanna Kovats OAM MBBS FACCRM
Dr Heidi Ehmann B.Med FRACGP
Dr Rebecca Scott MBBS BSc FRACGP (Independent Medical Practitioner)
Dr Jenna Iwasenko MBBS BSc (Hons,) PhD FRACGP (Independent Medical Practitioner)
Dr Clare Patterson MBBS, B Health (Med)
Dr Abedin Al Jannati MBBS, AMC
Dr Kabita Gautam MBBS AMC

CONSULTATIONS – BY APPOINTMENT
MONDAY to FRIDAY
9.00 am until 5.00 pm

PRACTICE NURSES: Sally Gamble, Sally Galland, Christine Brennan, Candice Millett, Jayne Fitch
RECEPTIONISTS: Lauren Hudson (Practice Manager), Joy, Vicki, Desma, Alison, Veronica, Katie, Anne, Alyshia, Katherine, Maria.
OFFICE HOURS: 9.00 am until 5.00 pm Monday to Friday
CLOSED: Weekends and public holidays

OUR SERVICES:

Acute Illness Consultations	**General Health & Wellness Advice**
Family Planning & Contraceptive Advice	**Implanon Contraception**
Ante Natal Shared Care	**Child & Adult Immunisation**
Paediatric Care	**Adolescent Health**
Women's Health	**Men's Health**
Aged Care	**Skin Check & Cryotherapy**
Minor Operative Procedures	**Lap Band adjustment**
Driver Licence & Trotter Licence Medicals	**Chronic Disease Management**
Enhance Primary Care & Allied Health Referrals	**Yearly health Assessments for over 75 years- Medicare Funded**
Workers Compensation Care	**Lung Function for Asthma & COPD**
Diabetes Assessment & Management	**Home Visits if appropriate**
Palliative Care Management	**Telehealth Consultation:** • **Telephone Consultation** • **Video Consultation**

APPOINTMENT PROCEDURES
If you require **urgent emergency** medical attention, please call an ambulance on **000.**
Consultations are by appointment and are at least 15 minutes in length. Longer consultation times are available. Please indicate if the appointment is **URGENT**, as a number of times are kept available each day. In some instances, urgent appointments will need to be triaged by the practice nurse.
Walk in patients
We offer scheduled routine appointments for non-urgent walk-ins to better manage our wait times.

AFTER HOURS – 5.00 pm until 9.00 am weekdays and Saturday until Monday 9.00 am
Service is provided in collaboration with the duty Doctor at Crookwell District Hospital, contact telephone – 48375 000. If you require medical advice after hours, you could call Health Direct 1800 022 222.

TELEPHONE CALLS
Calls are taken by reception and if necessary, put through to a practice Nurse or Doctor. If the Doctor is unavailable, a message will be taken and the Doctor will return your call as soon as practical. Your call will always be put through to the doctor or nurse in an **emergency**.
At the Doctor's discretion some telephone consultations may attract a Telephone Consultation fee of $20.00

ELECTRONIC COMMUNICATION – SMS AND EMAILS

Our patients will be given the option of being contacted by electronic means such as via email and/or SMS. All patients in the practice will be given information on our electronic communication policy via our registration form, and are asked to provide signed consent to agree or disagree to be communicated with in this manner.

HOME VISITS

Home visits are available at Doctor's discretion for those patients unable to access the surgery because of their disability or illness.

TELEPHONE CONSULTATIONS are available if appropriate.

BILLING PROCEDURES

All patients who hold a Medicare card will be Bulk billed eligible services being GP consultations, Chronic condition management plans and reviews, Mental health treatment plans and Health Assessments.

Fees may apply for non-eligible services and patients without a Medicare number. Payment for these services is required at the time of consultation by cash, cheque, credit card or EFTPOS.

PRESCRIPTIONS AND REFERRAL REQUESTS

Fees are charged to cover medical and administrative costs involved with these requests.
At the Doctor's discretion prescriptions, pathology referrals and radiology referrals will be provided with **7 days' notice** and will incur a fee of $20.00 if collected or posted. Please note: Prescriptions are only to be collected from the practice by persons aged 16 or over.

We now also have the facility to forward electronic scripts to your mobile phone. Please advise reception if you would prefer the script delivery by this method. A fee of $20.00 is also payable for this service.

A specialist referral without consultation will also **require a minimum 7 days' notice** and will incur a $20.00 fee. Receipts will be issued.
Please note: A Doctor's review may be required prior to a prescription or referral being issued.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical record is a confidential document. 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 authorised members of staff.

ARTIFICIAL INTELLIGENCE USAGE

Some of our doctors are using a medical AI scribe tool named Lyrebird Health. Lyrebird Health is used to assist with clinical documentation. Prior to using Lyrebird Health in your consultations, we will supply information on how it's used and ask you to sign a consent form. You have the right to decline it's use without affecting the quality of your care.

PRIVACY POLICY

In complying with the Privacy Amendment (Private Sector) Act 2001 we have developed a Privacy Policy that governs the handling of personal information. Please refer to The Health Care Centre Privacy Policy handout which is on the practice website www.thehcc.com.au and also located in the waiting room and the reception counters - please take one to keep.

CONTINUITY OF CARE

Patients are considered patients of the practice and the Practice will provide continuity of care for our patients. When a routine appointment request is made by a patient, it is the policy of this practice to ask which Doctor they would prefer to see. We will offer the next available appointment with that Doctor. If this appointment is unsuitable, the patient will be given an alternative appointment with another Doctor at a time more suitable to the patient. Patient Health information is available to other authorised members of staff through shared electronic medical records.

PERSONAL HEALTH INFORMATION AND TEST RESULTS

All personal health information is treated with utmost confidentiality by all staff. To ensure this, all results are communicated BY the Doctor TO the patient by mail as soon as possible, and if the Doctor deems necessary, by phone. The transfer of test results from other medical organisations can sometimes be compromised, so patients will be requested to follow up with their doctor if a result has not been advised to them within 2 weeks.

At times, our practice provides results via email. Our email system is only used to communicate normal results to our patients. Please bear in mind that email communication may be compromised if you have email without encryption. If you do not wish to receive communication from your Doctor via email, please advise Reception. Please note this email system is a read only system and cannot be used to communicate with your Doctor.

TRANSFER OF MEDICAL RECORDS
If you wish to transfer your health record to another service provider, please ask your new provider to send The Health Care Centre a transfer application form signed by you. Alternatively, if you would like The Health Care Centre to obtain records from another service provider, please see reception for a transfer application. Depending on the method of transfer and postage a fee of $33.00 (inc. GST) may be charged to forward the complete patient file. If this fee is payable, you will be contacted before the transfer is made.

REMINDER AND RECALL SYSTEMS
This Practice uses a 'Recall and Reminder' system to recall and remind patients about clinically significant results and preventative care issues. Privacy laws require that we obtain your consent to send you these reminders. All doctors follow the guidelines for preventative care as outlined by the RACGP's guidelines, which are in line with the recommendations of organisations such as the National Heart Foundation, National Cervical Screening and Breast Screen.

NATIONAL REGISTERS
Childhood immunisation records at this practice are registered with the Australian Childhood Immunisation Register as per government regulations.

EDUCATION OF OUR FUTURE MEDICAL WORKFORCE
This practice is committed to the education of our future medical workforce. Advanced Medical Registrars will be providing consultations and on occasions medical students may be observers. Patients have the right to decline a student's attendance.

COMMUNICATION IMPAIRMENT
No patient is refused access to clinical assessment or medical treatment on the basis of gender, race, disability, Aboriginality, age, religion, ethnicity, beliefs, sexual preference, body diversity or medical condition. Our practice has implemented provisions to assist all patients to access our services including interpreter services and the National Relay Service for Hearing Impaired patients. If a patient or family member requires assistance with reading or understanding medical terminology, a clinical member of staff will be available to assist.

- INTERPRETER SERVICE

If you or a family member requires an interpreter, we can organise this for you. Please let us know when you make the appointment.

- NATIONAL RELAY SERVICE FOR HEARING IMPAIRED PATIENTS

This is a government initiative which provides communication services for people with impaired hearing or speech, which operates 24 hours a day 7 days a week. We can help to organise this for you.

- PATIENTS WITH SPECIAL NEEDS

If you or a family member requires assistance with reading or understanding medical terminology, a clinical member of staff will be available to assist.

PATIENT FEED BACK AND COMPLAINTS
Our Practice welcomes any feedback in order to improve our service. We have implemented changes as a result of our Patient Feedback surveys.
The Practice will acknowledge and respond to a patient complaint. Dr. Johanna Kovats and Lauren Hudson will be available to respond to any concerns.
If there is a need to proceed further with the complaint, you are entitled to contact 'The Health Care Complaints Commission', Level 13, 323 Castlereagh Street, Sydney, NSW 2000. Telephone: 92197444. Your feedback is welcome.