

## **PRACTICE INFORMATION SHEET**

### **Westcott Street Medical Centre**

2 Westcott Street Medical Centre, Cessnock NSW 2325

Tel: (02) 4909 8491 Fax: (02) 4909 8806 Email: [receptionwestcottmedical@gmail.com](mailto:receptionwestcottmedical@gmail.com)

W: <https://www.westcottmedical.com.au/>

#### **Practice Hours:**

Monday – Friday: 8:30am – 5:30pm

Saturday/Sunday: CLOSED Public Holidays: CLOSED

**After-Hours Contact:** If you have an emergency and need urgent medical attention, please call **000** or visit your nearest emergency department.

For less urgent after hours service, please call:

13CURE: **132 873**

Monday to Friday: 6:00 pm to 8:00 am

Saturday: 12:00 noon to 8:00 am

Sundays: 24 Hours

Public Holidays: 24 Hours

Visit <https://www.13cure.com.au/> for more information.

#### **Alternative after hour's contacts:**

GP Access: **1300 130 147**

Health Direct: **1800 022 222** (a 24 hour health helpline)

#### **Our Doctors:**

Dr Susantha Abeysinghe – (Practice Principal GP) MBBS, FRACGP, DCH (Diploma of Child Health), his areas of special interest are Paediatrics, Orthopaedics, General Medicine and Preventative Health.

Dr Luckmini Jayasinghe – MBBS, FRACGP, DCH (Diploma in Child Health), her areas of special interest are General medical conditions, Women's Health, Mental health, and Geriatrics.

### **Our Friendly Staff:**

Abbey Keogh – Receptionist

Kirasten Hedges – Receptionist

Megan Baillie – Receptionist

### **Specialists:**

Sally Macklinshaw – Dietician (working at our surgery every 4<sup>th</sup> Friday of the year, you will need a referral from your GP to see Sally)

### **Services Available:**

As well as routine consultations, the following services are also available:

- Children's health: baby checks, 4-year-old health checks
- Immunisations: adults & children
- Care Plans
- Women's health and Cervical Screening
- Implanon Insertion and Removal
- Antenatal and Postnatal care
- Men's health
- Sexual health and contraception advice
- Mental health: consultations, care plans
- Chronic disease management plans
- Workers' compensation consultations (Please contact prior to consultation-fees apply)
- Minor surgical procedures
- Travel advice and vaccinations (Fees Apply)
- Insurance/Pre-employment medicals (Fees Apply)
- Medicare health assessment for patients aged 75 and over
- Medicare health checkups for patients aged 45 – 49
- Home visits (Conditions Apply)
- Sports medicine
- Nursing home care

### **Fees and Payment:**

Westcott Street Medical Practice is a Mixed Billing Private Medical Practice. All patients without eligibility criteria will incur a fee as per the fee schedule listed on our website. The following will continue to be bulk billed\*\*.

- Patients under 16 years of age
- Patients with a valid pension, or health care card
- DVA card holders
- Patients attending a GP management plan appointment for their chronic condition.

\*\*Please note that some consultation types will **not** be bulk billed. Please see the practice fee structure for more information.

## **Appointments:**

Appointments can be made by calling our practice on 02 4909 8491 in opening hours, or at anytime via <https://www.hotdoc.com.au/> or <https://www.westcottmedical.com.au/>.

Please make a separate appointment for each person attending. We allocate 10 minutes per standard appointment. If you have multiple issues to discuss, need a care plan, are having a medical procedure completed or feel you may require longer than 10 minutes with the doctor, please advise the receptionist and make a longer appointment when making your booking.

On initial consultation with your doctor you will require more time, this allows for a complete health history to be documented.

Whenever possible, appointments are available for booking on the day, however they may not be with your usual doctor. Another doctor in the practice will be able to assist you. If it is an emergency please inform the receptionist.

If you are unable to attend an appointment, please ring the medical centre, if possible, well in advance, so that another patient can be offered that appointment. Please note that any cancellations within 2 hours of appointment time or any no shows will be charged a \$30 fee.

We endeavor to run on time however it is not always possible and in the interest of good patient care we sometimes have to extend consulting times; therefore, if you think you need extended time with your doctor please let us know at the time of booking. Making the right appointment for your needs will assist the doctor to run on schedule. If you need a 'script only' appointment please inform our receptionist and we can schedule a short 5 minute appointment for you.

Emergencies will always be given priority. We thank you in advance for understanding if this effects your wait time. If our doctors are running late we will let you know and give you the option to reschedule your appointment if you are unable to wait.

If you arrive for your appointment and you think you need urgent assistance or you believe you may be contagious please advise are reception staff immediately and we can assist you.

Patients presenting with a work related injury are responsible for all costs incurred until a Work Cover Claim has be approved.

Please bring your Medicare card, Photo Identification and any concession cards applicable with you to your first appointment. Also, if you would like to bring any surgery reports or diagnostic test results (such as x-ray, MRI) if you have them available to you. If you are covered by Worker's Compensation, bring your Claim number and Case Manager's information.

**VERBAL AND PHYSICAL ABUSE, FOUL LANGUAGE, VIOLENCE OR THREATENING  
BEHAVIOUR AND RUDENESS TOWARD ANY MEMBER OF STAFF WILL NOT BE TOLERATED.**

**Home Visits:**

Home visits are available for our regular patients of the practice whose condition/s prevents them from attending the surgery. If you require a home visit please notify the receptionist as soon as possible. Home visits are at the discretion of the doctors and fees may apply.

**Communication Policy:**

Usually your GP will be unable to speak with you while consulting with other patients. Any phone queries will be handled by reception staff that will pass the messages onto the doctor as soon as possible. We aim to return phone calls before the end of business the same day. Best practice software allows us to send secure messages to the doctor while linking the patient to the subject and query.

Please do not use standard email for urgent issues, medical complaints or requests. Our email address is not monitored regularly.

**Management of Patient Health Information:**

You have the right to request access to, and correction of, your personal information. Your Medical Record is a confidential document and the privacy of your health is extremely important to us. All staff, including administration staff, respects your privacy and keeps your health information strictly confidential at all times. It is the policy of our practice to maintain the security of personal health information at all times, and to ensure that this information is only available to authorised people. A copy of our privacy policy is located at reception and on our website.

If you require your medical records to be transferred to/from our practice we kindly ask that you sign a request of medical records form that will be sent to the appropriate destination. The records will be transferred within 30 days of signature. \*Please note fees may apply for release of medical records.

**Disease Register:**

This practice submits patient data to various diseases registers to assist with preventative health management (e.g. cervical, breast and bowel screening, etc.). Consent is required and obtained from the patient to 'opt in' to have their information shared with these registers. This consent is obtained when the patient first attends the practice, and patients are reminded through the practice privacy policy which is located at reception and on the practice's website at all times. **Notifiable Communicable diseases** - It is a requirement of our practice, and allowable under the exemption clauses of the *Privacy Act 1988*, to report the communicable disease cases required by the Department of Health when identified in patients of our practice.

**Test Results:**

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Throughout your appointment your doctor will advise you to either schedule a follow up appointment or to ring the surgery and book an appointment once you have completed a certain investigation (i.e. Imaging, Pathology, Specialist appointment etc). If urgent, the practice will contact you to come in earlier. We may send reminders by SMS regarding your test results and reports – please let reception know if you wish to opt out of receiving these reminders. Please note results can take anywhere from 24 hours up to 7 days to be sent to the doctor. If your results are normal you will not be contacted by us. If your doctor would like to discuss your results, we will ring you to make an appointment.

### Reminders:

Our Clinic is committed to preventive care. We may issue you with a reminder notice from time to time, offering you preventative health services appropriate to your care. Please let reception staff know if you would like to opt out of receiving reminders.

### Communication Services:

Please advise our receptionist in advance if you require communications assistance or support and this will be arranged.

### Accreditation:

We are an accredited practice. This means we are committed to continual quality improvement of our practice and care to our patients. There are strict guidelines we have to follow and we are tested on these guidelines every three years. We are continually making improvements on the way we operate based on these guidelines and as such from time to time you may find we change the way we do some things. We will always be committed to continual improvement and providing the highest quality of patient care.



### Feedback and Complaints:

Westcott Street Medical Centre endeavours to provide you with the best possible healthcare and service at all times. We welcome all feedback, suggestions and complaints that you have about the practice. You can address these to your Doctor in writing to **2 Westcott Street, Cessnock, NSW, 2325** or [receptionwestcottmedical@gmail.com](mailto:receptionwestcottmedical@gmail.com) or use the **suggestion box** in the waiting room.

If we are unable to resolve your complaint to your satisfaction or you have an issue that you feel needs addressing by an outside body please contact The Health Care Complaints Commission (HCCC), **Locked Bag 18, Strawberry Hills, NSW 2012**.

**Ph: 02 9219 7444**, or toll free in NSW **1800 043 159**, email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au) or view their **website at [hccc@nsw.gov.au](http://hccc@nsw.gov.au)**

**Want more information:**

Please visit our website <https://www.westcottmedical.com.au/> , visit our Facebook page or call us on **02 4909 8491** and speak to one of our friendly staff.