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### **Patient Feedback.**

From time to time this practice will invite patients to complete a questionnaire on their views of the practice and how it could be improved. These surveys are completely confidential and will help us to improve our services. Please feel free to talk to one of the doctors or receptionists about any problems you have with the services we provide.

We believe that problems are best dealt within the practice. However if you feel there is a problem you wish to take up outside, you can contact the Health Care Complaints Commission Tel. 1800 043 159

### **Management of your Personal Health Information**

Your medical record is a confidential document. It is the policy of this practice to maintain security of your personal Health Information at all times and ensure this information is only available to authorised members of staff.

Patients of our practice have the right to access their personal health information under the *Privacy Amendment (Private Sector) Act 2000*.

Patients may request in writing for their health records to be transferred to a GP outside of our practice. For medico-legal reasons, our practice retains the original record and provides the new GP with a summary or a copy - A fee of \$15 will be charged to the patient for transfer of notes

## **PATIENT INFORMATION SHEET**

### **Invitation to Health**



invitation to  
**HEALTH**

256 Henry Parry Drive

Wyoming NSW 2250

Phone (02) 4322 0700

Fax (02) 4322 5799

After Hours: 4367 9699

General Enquiries: [jodonnell@invitationtohealth.com.au](mailto:jodonnell@invitationtohealth.com.au)

Website: [www.invitationtohealth.com.au](http://www.invitationtohealth.com.au)

### **WELCOME**

*Thank you for visiting our practice. We trust that your relationship with us will be a long and rewarding one.*

*This leaflet is intended to help you and your family obtain maximum benefit from the services we provide.*

*Version 17: January 2011*

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### Surgery Hours

Monday to Friday 8.30am to 5pm  
Saturday 9.00am to 1pm

### Appointments:

An appointment system is kept to minimise your waiting time. Sometimes delays can occur due to unforeseen circumstances beyond our control. At all times we endeavour to make your wait as short as possible. If you need to see the doctor for more than one reason or for a medical checkup please ask for a longer consultation.

### Confirmation of Appointments

You will receive a text message on your mobile confirming your appointment the day before your appointment. **Please reply to the text, or telephone the centre to confirm, cancel or rebook.**

### Cancellations

If you are unable to attend your appointment, please let us know **at least twenty four hours before the appointed time**, so that we may re-book that appointment. A **cancellation fee will be charged** if you do not cancel or fail to turn up for your appointment.

### Referrals.

We prefer to discuss your condition with you before referring to a specialist. If you have previously seen a particular specialist for a continuing problem and need a repeat referral, please advise our receptionist. If the doctor agrees to write the referral without seeing you a charge of \$15 will be made for a referral written without Consultation. This is not claimable on Medicare.

### Scripts

We ask where possible that you try to obtain your scripts during consultation. If you need repeat scripts however, we ask that you make an appointment to see one of the doctors, where the medical condition for which the scripts are written can be checked. If you have been seen recently and you require a repeat script the doctor may write it for you at a cost of \$20.

### Results

Results are best given in an appointment with the doctor. Therefore the doctor will ask you to return for the results of a test rather than telephone.

The doctor may think it appropriate to give the result over the phone, in this case the doctor will ask the patient to ring for the result.

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### **New Patients.**

We welcome new patients at Invitation to Health. On your first visit we allow 40 minutes with the doctor, this allows the doctor time to discuss your previous medical history with you. Our Practice Nurse will see you prior to your appointment with the doctor and will do a basic nutritional and lifestyle assessment.

### **Fees**

At Invitation to Health, we believe we offer high quality care and service to our patient's; therefore we are not a bulk billing practice. However, Veteran Affairs patients are bulk billed. A summary of our fees is displayed at reception. If you have any difficulty with the account please speak to your doctor. Consultation / non-medical fees will be updated from time to time. Please check with reception for current fees.

### **Reminder System**

Our practice is committed to preventive care. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let us know at reception.

### **Home Visits.**

House calls can be made if you live within the local area, are a regular patient of the practice, and are deemed by the doctor to be too sick to come to the surgery. A home visit can be arranged at a convenient time. It is best to ring early in the day if a home visit is required.

### **After Hours.**

For after hours medical attention please ring the **Bridges GP After hours Surgery** at 169 The Entrance Road Erina.

Telephone: 4367 9699

### **Bridges GP After hours Surgery Hours:**

#### **Monday-Friday**

7pm-10.00pm

#### **Saturday**

3pm -10.00pm

#### **Sunday/Public hols.**

10am - 7pm

#### **After 10.30pm**

Patients have access to after hours advice after 10.00pm by ringing Bridges After Hours on 43679699 for further details on after hours care.

**OR CONTACT THE AMBULANCE IN AN EMERGENCY TEL: 000**

### **Telephone Calls**

Your doctor is accessible by telephone. However, calls to the doctor can inconvenience patients while in consultation. In some cases, the receptionist may be able to assist you. If your call is of an urgent nature, you will be put through to the doctor. Messages may be left for the attention of the doctor, and will be dealt with as soon as practicable.

### **Emails**

Email communication is for general inquiries only and may not be answered for several days. For all medical information such as scripts expiring, **be sure to phone your request.**

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<b>Dr Penny Caldicott</b>	9 - 5 Mon/Wed/Thurs
<b>Dr Nicole Avard</b>	10 - 4 Tues & Friday
<b>Dr Jane Shapiro</b>	9 – 1 Mon to Fri
<b>Dr Clifford Smith</b>	8.30 – 12.30 Mon/Wed/Fri
<b>Practice Nurse</b>	Johanna Henderix&JenniferYounglove
<b>Practice Manager</b>	Daphne Kneale
<b>Office Manager</b>	Jacki O'Donnell
<b>Reception Staff</b>	Denise, Pauline, Lyn, Sharon & Pam

#### **Medical Services available at Invitation to Health**

- **Biochemical and nutritional medicine**
- **Children's Health**
- **Cryosurgery (freezing of small skin lesions)**
- **Diabetes & Asthma Clinics**
- **Fertility Advice**
- **Health checks**
- **HRT (Bio-Identical hormones)**
- **Men's Health**
- **Minor surgery**
- **Skin Clinic**
- **Spirometry and ECGs**
- **Sporting & Workplace injuries**
- **Women's Health**
- **Travel and health advice**

#### **About Our Practice**

Invitation to Health is a holistic and integrative medical centre that aims to provide integrated health care and life education in an environment which will nourish and nurture the staff, practitioners and patients. We work in partnership with our patients, approaching their illness from a physical, emotional, mental and spiritual perspective. As no two individuals are the same, no consultation or treatment plan will be identical. We have a deep commitment to support our patient's journeys to optimum health by integrating the best of health practices from around the world.

#### **Other Services available at Invitation to Health**

- **Acupuncturist /Chinese Herbalist**
  - **Clinical Psychologist**
  - **Counselling**
  - **Dietician**
  - **Nutritionist**
  - **Osteopath and Injury Rehabilitation**
  - **Kinesiology**
  - **Psychologist**
  - **Pathology service (Mon – Friday 8.30am – 4.30pm)**
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