



## Practice Information Sheet

### Who we are?

Tenterfield Health Services (THS) is an Accredited General Practice who strives to provide comprehensive and holistic health care for all our patients, by offering a broad range of general health services including preventive health and chronic disease management.

We take pride in offering the highest standard of patient care and customer service. Our staff are experienced in their field and provide a wide range of clinical care support.

### Our Location & Contact Details

**Address:** 123 Rouse Street, TENTERFIELD NSW 2372

**Phone:** 02 6736 3350

**Fax:** 02 6736 2646

**Email:** [admin@tenterfieldhealthservices.com.au](mailto:admin@tenterfieldhealthservices.com.au)

**Web:** [www.tenterfieldhealthservices.com.au](http://www.tenterfieldhealthservices.com.au)

**Facebook:** @TenterfieldHealthServices

### FOR EMERGENCIES DIAL 000

**Emergency care is available at Tenterfield Community Hospital**

**Address:** 1 Naas St, Tenterfield NSW 2372

**Hours:** Open 24 hours

**Emergency department:** Open 24 hours

**Phone:** (02) 6739 5200

### Opening Hours

Monday to Thursday 9am to 4pm

Closing for lunch between 12 pm to 1:30 pm.

### Appointments

**Appointments can be made by telephoning** 02 6736 3350 or **walk in**, Monday to Thursday during our opening hours from 9am phone calls and for walk in appointments 9:30am onwards.

It is important you **advise the receptionist if you are ill or injured** when making an appointment, especially if you need an appointment on the day, you are calling as we set aside appointments for emergencies only and will be able to organise a suitable appointment.

**Urgent appointments** are available on the day for those who are ill or injured and in need of an appointment.

**Separate appointments will need to be made for each person** that requires a consultation, even if you are seeing the same doctor.

**If your family member requires an interpreter**, please let our receptionist know when making the booking, and we can arrange this for you.

More information can be found below in the Interpreter Service section.

### After Hours Assistance



To ensure our patients have access to 24-hr care, we have arranged after hours care with:

**Tenterfield Community Hospital** - Emergency department: Open 24 hours

**Address:** 1 Naas St, Tenterfield NSW 2372

**Phone:** (02) 6739 5200

We also offer **after hours appointments** for emergencies and **home visits** for patients not able to attend an appointment at our Clinic. After hours and home visits are made according to the doctor's discretion.

## Dressings and Procedures, Immunisations, Other Injections and Ear Syringing

If you require any of the above services please advise our receptionist, as you may need to be booked in with our nurse at the same time.

## Results

For all urgent results, our practice staff will notify you.

It is very important that you book an appointment with your doctor to discuss the results of all investigations you have been asked to undertake.

These may include, X-Rays, blood tests, and specialist letters. Further assessment may be needed even if your results come back as "normal" as not all problems will show up in your result.

## Reminder System

We are committed to preventative care and may contact you via telephone, offering you an appointment in relation to preventative healthcare according to your medical records.

Therefore, our staff may query you in relation to your data to insure all your details are up to date and accurate.

If you would like to be removed from the practice reminder system, advise our practice staff.

## Getting the most out of your appointment

Here are a few things you can do to ensure you get the most out of your appointment.

- ✓ Make a list of things you want to discuss with your doctor and give them to your doctor at the start of your appointment.
- ✓ Check if you are needing scripts before coming.
- ✓ Check if your pharmacist if you have any repeat scripts left when your scripts are filled.
- ✓ Ring to make an appointment when as you fill your last repeat. That way you will not run out of medication before your next appointment.

Please be aware that there may not be enough time to properly attend to all your health needs/concerns at the time of your consultation, and you may be required to make another appointment/s to ensure the doctor has enough time to properly attend to all your health needs.

## Referrals

When GP's refer patients to see a Specialist, a higher Medicare rebate is available. This assists in ensuring the specialists are made aware of all relevant information that may be needed to assist in your care.

If you want to obtain the higher rebate for your specialist appointment, please be sure to do the following:

- ❖ If you already have a specialist, please check with your specialist's secretary whether your referral is up to date when making an appointment.
  - ❖ If not, make an appointment to see your doctor before your specialist appointment to ask for a new referral as Medicare does not allow backdated referrals.



It is the responsibility of each patient to arrange for their referral to be sent via fax, email or post to the Specialist they have been referred to and to make their own appointment, this is not the responsibility of the referring Doctor.

If you would like us to Fax the referral to your Specialist on your behalf free of charge, you must ask our receptionists kindly to do so straight after your appointment before your leave the clinic to avoid being charged for reprinting your referral for faxing. Due to our reception staff workload, our free faxing services may not always be available.

## Scripts

We require all patients to book in to see their doctor to have scripts issued, as you will need to be reviewed prior to reassess your progress and review if it is appropriate for you to continue the same medication and same dose.

Therefore, ring to make an appointment when you fill your last repeat. That way you will not run out of medication before your next appointment.

Scripts will not be written without review, if you think you will run out of your medication before your appointment, please leave a message for your doctor with reception.

## Phone Calls (Receiving and Returning) and Electronic Communications via fax or email.

We do not have a voice message service for unanswered phone calls. If you wish to speak with your doctor, you will need to make an appointment to speak with your doctor in our clinic. Emails and faxes are welcome when needing to forward documents to our clinic, if they are of an urgent nature, we highly recommend that you follow up with a phone call to let reception know it has been sent and that is urgent, as we are not always able to check our emails constantly throughout the day.

## Privacy in the practice

To ensure the relationship between you and your doctor remains confidential we have a Practice Privacy Policy in place which we can give you upon your request. You can also find our Privacy Policy on the reception desk and in our waiting room.

## Seeking a second opinion

You have the right to refuse treatment, advice or procedure and to seek a second opinion on treatment that has been recommended for you. Depending on the nature of your condition the health service will provide advice on the availability of an alternative medical practitioner.

## Providing patient feedback

To ensure we can continually improve the way we deliver our services, our staff have placed a suggestion box in the waiting area bookshelf and encourage you to provide your feedback.

If you or your family member are unhappy with our service at any time, please always try speaking with your doctor as a matter of priority. However, for further advice regarding health service-related complaints contact NSW Health Complaints Commission on 1800 043 159 or visit the website <http://www.hccc.nsw.gov.au/>

## Fees

THS is bulk billing practice where payment is covered by Medicare for all services provided by our doctors.

We do take into consideration patients who hold Health Care Concession, DVA Cards or Pension Concession Cards.

Some common out of pocket fees are listed below for any patients who do not hold a Medicare card.

Service	Schedule Fee	Afterhours Fee
Standard Consultation	\$81.45	\$101.45
Long Consultation	\$122.45	\$142.45
Home Visits – Standard	\$125	\$145
ECG	\$105.50	\$125.50
Telehealth – COVID-19 positive patient appointments via telephone or at the doctor’s discretion.	\$81.45	\$100.45
No show fee (must be cancelled the day before)	\$50	\$70
Dressings by nurse	\$20 + dressing cost	n/a
Minor procedures (skin lesions, biopsy, cysts etc)	\$150	\$170
Other Procedures	Price on consultation	Price on consultation
Suture removal with nurse (procedure done by Dr. Sunil	Price on consultation	n/a
Suture removal with nurse (procedure done by another Doctor)	Price on consultation	n/a
Referrals – repeat at the same specialist	\$30	n/a
Prescription requests by phone or no appointment – prescribed by Dr Sunil within the last 12 months	\$81.45	n/a
Injections by nurse	\$20	n/a
ABI test by nurse	Bulk billed	n/a
Ear syringing by nurse	\$30 (not Medicare refundable)	n/a
Fire Fighter Medicals	\$150	n/a

All other Allied Health Professionals/Specialist that work within THS run their own businesses independently. Therefore, they set their own fees and may have out of pocket expenses. You will need to check with each individual Specialist if there are any out-of-pocket expenses at the time of making your appointment with them. For more information, please ask our staff.

## Printing Fees

Reprinting of items such as Referrals to be faxed after the day of your appointment, etc, will attract a \$5 fee which includes an admin fee and up to 10 pages, all other pages thereafter will be charged at 0.50c per page.

## Health Assessments

Based on each patient’s health care needs, THS provides health assessments and a range of preventative health services. A health assessment is a plan of care that identifies a person’s specific needs and how those needs will be addressed by our medical staff. A health assessment is the evaluation of your health status after performing a physical exam and taking a health history. Health assessments promote a plan of care to assist in maintaining good health and prevent ill health in the future. Written summaries will be given to you so you can track your progress in achieving your stated health goals.

Health assessments include:

- ✓ Healthy kids 4-yr old check.
- ✓ Over 75’s health check.
- ✓ People aged 45 to 49 at risk of developing a chronic disease people aged 40 to 49 with high risk of developing type 2 diabetes.
- ✓ Aboriginal and Torres Strait Islander Health check.
- ✓ Intellectual Disability.
- ✓ Dept. Of Veteran’s Affairs.



### GP Management Plans & Team Care Arrangements

A General Practitioner Management Plan is written to help manage a chronic and/or complex condition, for example cancer, diabetes, arthritis, osteoporosis, or heart disease.

As part of the plan the doctor may identify if the patient could benefit from the assistance of other Health Care providers.

A Team Care Arrangement involves a minimum of two other health care professionals who will provide ongoing services in addition to your doctor, for example a dietician, physiotherapist, or a podiatrist.

Please check with your doctor if you qualify for a plan as Medicare Australia has restrictions on who can and cannot receive management plans.

### Interpreter Services

If you require an interpreter, please notify reception prior to your appointment to ensure we have enough time to organise this for you.

### Tenterfield Health Services Staff

General Practitioner	Dr Sunil Sunil
Practice Manager	Jeanette Thomas
Nurse	Vanessa Finlayson
Medical Receptionist	Carey Greenhill