

# SAPPHIRE COAST MEDICAL PRACTICE



Our fees from 1 October 2021 are:

Surgery consultation Level A - fee \$52  
Level B - fee \$74  
Level C - fee \$111  
Level D - fee \$162

Pension and Health Care Card Holders will be bulk billed after they have paid the above fee for the first consultation in each quarterly calendar period.

GST applies to issuing some certificates and for some medical examinations, but not to treatment services.

Practice Staff are: Michelle Preo (Practice Manager), Sarah Marshman (Office Manager), Bianca Tyler, Katrina Barber, Bev Tarlinton, Penny Umbach, Jodie Moon.

Registered Nurses are: Kathy Dack, Kate Leiper, Jane Funston, Joy Rollason, Robyn Lawler, Vicki Sant and casual nurses Kate Green, Wendy Blacka and Joseph Lorenzo.

Diabetes Educator: Erica Sly  
Clinical Psychologist: Jocelyn France

We hope to provide you the best possible medical service. Our Doctors are Vocationally Registered with the RACGP & ACRRM and all are committed to ongoing medical self-education and the highest standards of medical care and confidentiality. The Practice has been fully accredited by AGPAL. From time to time we invite feedback via a patient questionnaire to review our services provided.

If you are concerned regarding any care you receive, you may contact the NSW Health Complaints Commission and the address is available on request. Nevertheless we are keen to hear of any problems or complaints you may have, so we can try to resolve these within the Practice.

A translating service can be arranged for non-English speaking patients.

We are not accepting of any verbal abuse of our staff while they are doing their job in often very difficult circumstances.  
July 2022

**Dr John Marshman**  
**Dr Andrew Piotrowski**  
**Dr Grace Daley**  
**Dr Jasmine Ventura**  
**Dr Maria Lorenzo**  
**Dr Kate Reid**  
**Dr Randall Kelly**  
**Dr Smitha Sarpamalay**  
**Dr Amrit Kaur**

## Practice Information

**24 Church Street**  
**BEGA**

**78 Bega Street**  
**TATHRA**

**Ph: (02) 6492 2555**

**Ph: (02) 6494 1877**

All correspondence to  
PO Box 811 BEGA NSW 2550 Fax: (02) 9182 6015  
Email: [reception@scmp.com.au](mailto:reception@scmp.com.au) Web: [www.scmp.com.au](http://www.scmp.com.au)

## **Hours**

9.00am to 5.00pm Monday to Friday at both Bega and Tathra Surgeries.

## **Appointments**

Consultations are by appointment only and are usually taken every 15 minutes.

If you are having any form of medical examination or have forms to be filled in, or feel a longer consultation is required, please advise our Reception Staff when making your appointment. Special times may be set aside for ante-natal checks for diabetic check-ups, repeat prescriptions and urgent appointments.

If you are unable to keep your appointment, please let our Reception Staff know immediately so that we may offer your appointment to someone else. Failure to attend an appointment without reasonable prior notice to our Reception Staff will result in a fee being charged which will not be claimable through Medicare.

Our Practice uses HotDoc SMS system for appointment reminders and recalls. Please let our Reception Staff know if you wish to opt out of this system.

## **Urgent Appointments**

As our routine appointments can be booked up for several days or weeks ahead, we leave times available for short, urgent consultations each day. If you feel this is required, please ring and discuss this with our Reception Staff when the Surgery first opens each morning. For acute emergencies, our Reception Staff will notify us directly, or if this is not possible, always remember the Ambulance Service on 000.

## **After Hours / Weekends**

For urgent medical attention outside of Surgery hours telephone 000. Phone advice is also available from HealthDirect on 1800 022 222. To see a doctor after hours, please attend South East Regional Hospital, A&E Department, where patients are seen based on the urgency of their condition.

## **Phone Messages**

In most cases, our Reception Staff will ask for your number so we can return your call at a convenient time, rather than disrupt consultations.

## **Medical Records**

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.

## **House Calls**

There are obviously occasions when you are unable to attend our Surgery. So, although no specific times are set aside, we do make house calls. This will generally be in the middle of the day or after Surgery closes. Please discuss this with our Receptionist. It may be necessary to talk directly with the Doctor in some cases.

## **Prescriptions**

Repeat prescriptions for medications already prescribed by Doctors in the practice can be requested by phoning the Reception Staff after 10am, or by arranging an appointment for the Script Clinic that day. If we feel that you are due for a follow up visit, our Receptionist will advise you. A charge is made for this service, higher if faxing or posting or required on same day. All other prescriptions require a Doctors consultation.

## **Test Results**

Telephone after 10am for investigation results.

## **Immunisations**

Routine childhood immunisation is provided at both Surgeries, for which appointments are required. Other immunisations can also be given, by appointment.

## **Other Services**

A fully trained Registered Nurse is on duty during consulting times at both surgeries. She can provide daily dressings, as well as performing ECGs, spirometry, audiometry, blood pressure checks, ear syringing and assistance at minor surgery in our treatment rooms. Diabetic Reviews, INRs, Chronic Care Plans and Health Assessments are also available. Our Practice Nurses conduct specific clinics for Diabetes Education and Well Women Checks (pap smears/breast checks).

Our Practice utilises a recall system called HotDoc to provide systematic preventative care and early case detection of medical problems. Please let our staff know if you wish to opt out of this system.

## **Fees and Accounts**

Payment is by Cash/Cheque/EFTPOS/Credit Card after each face-to-face or consultation or service (apart from some operations). Concession card holders may be bulk-billed for consultations, after the first paid consultation in each financial quarter, but not procedures/operations. Current concessions cards must be shown on each occasion to allow us to bulk-bill. If you do not have your cards you will not be bulk-billed and will be required to pay a concession fee at the time of your visit. If a consultation takes longer than anticipated, then a higher fee will be applicable. Any service not paid for on the day of consultation will incur a \$5 accounting fee. Extra tests (eg ECG, hearing & pregnancy tests) are charged separately. There are also various treatment room fees and wound dressing charges that may apply that do NOT have a Medicare rebate. If you have any problem with payment or accounts, please discuss these with your Doctor.

Our staff are bound by strict confidentiality requirements as a condition of employment regarding your medical records. For further information ask our reception staff.