



Casuarina Health & Medical
Shop 11, 482 Casuarina Way
Casuarina, NSW. 2487

Ph: 02 6674 0888

Web: <http://casuarinahealthandmedical.com.au>

General Practitioners

Dr Kirsten Patterson
Dr Zoe Adam
Dr Elizabeth Keran
Dr Sarah Cunningham

Dr Adrian Smith
Dr James Bowles
Dr Ashleigh Black

Allied Health

Physiotherapists

Ryan Richardson

Dietitian

Liz Forsyth

Speech Pathologist

Jane Daniel

Podiatrist

Narelle Hammond

Psychologist

Dr Renee Cachia

Opening hours

Monday to Thursday
Friday
Saturday

7am to 7pm
8.30am to 5pm
8am to 12pm

**ONLINE APPOINTMENTS AVAILABLE VIA OUR
WEBPAGE:**

www.casuarinahealthandmedical.com.au

Mission Statement

Casuarina Health & Medical seeks to provide clients with high quality, health medical care with a friendly, professional & comfortable environment, while maintaining quality of life style for practice partners, staff & their families.

This process involves:

- The provision of adequate time for people's problems to be addressed.
- Access to timely appointments, especially for urgent matters.
- The provision of a caring, supportive work environment for staff.
- Maintaining highest standard of Privacy.
- Providing & supporting ongoing education for partners & staff.
- Maintain up to date equipment & standards as required by practice accreditation guidelines.

Payment and Fee Policy

15 years old & under. Our standard consultation fee is \$73.00, health care cardholders / other concession card fee is \$59.00.

consultations or extra services at the time of consultations, for example skin excisions, ECG's & spirometry tests. At time of printing these fees are correct but may be subject to change.

7am to 8am fees and Medicare rebates are higher.

Saturday and 5pm to 7pm Payment and Fee Policy

We are pleased to be able to open Saturday mornings and evenings Monday to Thursday.

No bulk billing – Pensioners, as well as Children 15 years old & under will be charged \$59 for a standard consultation. All other patients will be charged at the standard consultation fee, as above. Holders of Gold card DVA will be bulk-billed. As costs increase, these arrangements may change in the future.

Appointment Policy

Our consultations are by appointment; however, we reserve several appointments each day for urgent matters. We will do our best give you an appointment with the doctor of your choice & at the time that best suits you. If it is an urgent matter & necessary to see your regular doctor, please let the receptionist know & they will ask your doctor whether you can be fitted in with your doctor of choice.

- If you have several problems, or a complex problem, you may need a longer appointment. Please ask our staff at reception when making the booking, if you require this.
- We endeavour to see all sick children; of course the earlier we receive your appointment request, the easier it is to fit them in.

After Hours Service available by calling Chevron After Hours Services – 07 5532 8666.

Medical Reminder System

If you are interested in being put on our reminder system for health checks, please speak to your doctor.

Pathology and Radiology Results Policy

- For "Urgent Results" the doctor will call patients.
- For "Non-Urgent Results" the office staff will contact you to make a follow up appointment, with in 7 – 10 days where possible.
- If you do not hear from us, then your test results were "Normal".
- Usual fees will apply for follow up appointment

Repeat Prescriptions & Ongoing Referrals

A brief appointment is needed to obtain repeat prescriptions & ongoing referrals.

For "Urgent Essential Prescriptions", the doctor will attempt to fit you in as an extra between appointments. This will only be for the prescription. For any other matters you will need to make a further appointment.

Telephone Advice

If it is necessary to speak to your doctor, ring the surgery, leave your name & number & a brief explanation with the receptionist & the doctor will schedule your call either at the end of the session or in between patients. If the problem is urgent, please inform the receptionist of the urgency.

Practice Services

The Doctors at Casuarina Health & Medical have a diverse of experience, training & interests in the medical industry. In addition to general medical consultations, we are able to offer you the following services:

• Family Medicine
• Antenatal & Postnatal Care
• Family planning & Contraception
• Care Plans for Chronic illness e.g. Diabetes
• Skin Checks & Excisions/Cryotherapy
• Aged Care
• Men's & Women's Total Health Care
• Paediatric Care & Childhood Immunisations
• ECG's & Lung Function Tests
• NSW & QLD Workcover
• Travel Medicine & Vaccinations
• Mental health
• Adolescent health
• Allied health

if you require access or a copy of your medical notes, please submit a written request to the practice.

Complaints

If you are unhappy with the service we provide at any time, we encourage you to please speak or write to your doctor or the manager. If you wish to take the matter outside the practice, please contact:

Health Care Complaints Commission – Toll free in NSW 1800 043 159

Or in writing to Locked Mail Bag 18 Strawberry Hills NSW 2012 Or Email – hccc@hccc.nsw.gov.au

Feedback

Please feel free to use our suggestion box at the front desk for any concerns or feedback you wish to give. All feedback received is considered confidential.

Privacy Policy

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 & to ensure that this information is only available to authorised staff members. All doctors & staff appreciate & respect the need for total confidentiality within the practice. We are all trained & are aware of the rules & regulations within the "Australian Privacy Principles (APPs) February 2014". We aspire to adhere to these regulations.