



### Contact Information

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

Phone: 02 6674 0888

Fax: 02 6674 0999

Email:

[reception@casuarinahealthandmedical.com.au](mailto:reception@casuarinahealthandmedical.com.au)

**Website:** [casuarinahealthandmedical.com.au](http://casuarinahealthandmedical.com.au)

Hours: Monday - Friday 8:30am – 5:00 pm

### General Practitioners

Dr Sarah Cunningham	MBBS; FRACGP
Dr Matthew Hainbaich	MB BCh BAO FRACGP
Dr Jacques du Toit	MBBS FRACGP
Dr Nathan Williams	MBBS FRACGP

### Allied Health

#### Physiotherapist

Ryan Richardson

#### Podiatrist

Narelle Hammond

### Appointments

Please call 02 6674 0888 for an appointment or book online through our website. If you have more than 2 concerns, please make an extended appointment to allow for this.

Walk in appointments may be available if deemed urgent by the Doctor.

Please advise reception staff if you require an interpreter and this can be arranged.

If it is necessary to speak with your doctor, please book a telehealth appointment or if urgent leave a message with reception and your doctor will endeavour to get back to you via phone or a message.

### Services Available

- Family Planning & Sexual Health
- Cervical Screening
- Pregnancy Test
- Antenatal & Postnatal Care
- ECG's, Spirometry & Iron Infusions
- Children's Health
- Immunisations
- Travel Advice & Vaccinations
- Health Assessments & Care Planning
- Skin Checks
- Skin Cancer Removal
- NSW & QLD WorkCover

### Fees:

Pensioner & DVA Gold Card Holders and children under 16 may be Bulk Billed, depending on doctors' discretion.

#### Healthcare Card Holders

##### Standard Consultation:

\$75.00 – Medicare rebate \$43.90

##### Long Consultation:

\$115.00 – Medicare rebate \$84.90

##### Extended Consultation:

\$155.00 – Medicare rebate \$125.10

#### Standard Fees

##### Standard Consultation:

\$90.00 – Medicare rebate \$43.90

##### Long Consultation:

\$130.00 – Medicare rebate \$84.90

##### Extended Consultation:

\$170.00 – Medicare rebate \$125.10



## Cancellation Policy

We understand that you may not be able to keep your appointment as scheduled, due to various reasons. If the practice is made aware of your cancellation, the time can be used for somebody in need of medical attention.

A fee of: \$65.00 will be charged for non-attendances (DNA) or cancellations made less than 1 hr prior to appointment.

## Payment and Fee Policy

We accept cash or EFTPOS. Accounts are to be paid at time of consultation.

Please ensure your bank details are registered with Medicare to ensure a timely return of your rebate.

## After Hours

Outside of normal surgery hours:

### If it is an emergency call 000

Or contact Tweed Valley Hospital: 02 6677 2304 (771 Cudgen Rd, Cudgen)

Tweed Urgent Care Clinic: (Walk In) 33-35 Corporation Circuit, Tweed Heads South

For AFTER-HOURS Home Visits call Home Doctor (13SICK): 13 74 25(available Banora Point/South Tweed to Gold Coast)

For AFTER-HOURS National Phone Advice re symptoms: 1800 022 222

## House Calls

Depending on the circumstances and the Doctor, a Home Visit may be organised for existing patients who are unable to attend the surgery.

## Reminders

Reminders can be sent for cervical screening, repeat tests, health assessments etc. Please advise your doctor if you do **not** wish to receive these.

## Results

Patients are responsible for making a follow up appointment after having a blood test, x-ray or other tests.

If the Doctor needs to see you following a test, a receptionist will call and advise you to make a follow up appointment.

You will be advised of any urgent result by phone. Results will not be given over the phone.

## Emails

Only appropriate non-clinical matters are dealt with via email exchanges. Consulting or advice services are not conducted by email, this must be communicated face to face by a medical practitioner.

## Complaints

If you are unhappy with the service we provide at any time, please feel free to 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](mailto:hccc@hccc.nsw.gov.au)

## Feedback

Please feel free to use our suggestion box, in the waiting room for any concerns or feedback you wish to give. Anything written is strictly confidential, if you would like a response, please leave your name and your postal address or email address.

## Privacy Policy

Your medical record is completely confidential. It is the policy of this practice to always maintain the security of your personal information, and to ensure that this information is only available to authorised staff members.

All Doctors and staff appreciate and respect the need for total confidentiality within the practice. We subscribe to practices which support the rules and regulations within the "Australian Privacy Principles (APPs) February 2014". We take any breach of these regulations very seriously.

Full privacy policy available upon request.

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