

Practice Information Brochure – Your Health Our Priority

Consulting Hours

Mon - Thurs 8am - 7pm
Friday 8am - 6pm
Sat - Sun 9am - 5pm

General Practitioners

Dr Moe Moe
Dr Luke Johnson
Dr Thanthulage Fernando
Dr Michael Thant
Dr Regina Garde

Practice Manager

Jen Anderson

Receptionists

Natalie Goulden
Kiara Reid
Shayne Stedman
Courtney Laing

Practice Nurses

Madeline Tinker
Melissa Hull-Moody
Melissa Smith

Intergrated Care Team
Co-Ordinator- Therese King

Coffs Harbour GP Superclinic is a NOT-FOR-PROFIT COMMUNITY ORGANISATION.

**By supporting the service,
You are supporting your community**

FEES

Coffs Harbour GP Super Clinic, is a bulk billing medical practice, offering comprehensive care to all patients.

“For all Pre-employment, Commercial Drives License Medicals and any type of Insurance Forms, a fee will be charged and is payable on the day. (These are not covered by Medicare and cannot be bulk billed). Please contact Reception staff prior to an appointment being made for the cost. Regarding the insurance forms, these need to be sighted first, so that we can inform you of what the cost will be.”

If you do not have a current Medicare Card or are an overseas visitor payment will be required before seeing the GP.

Costs are – Standard 15-minute Consultation - \$60.00
15-minute consultation After Hours - \$80.00

After Hours is classed as after 6.00 pm Monday to Friday and weekends

BOOKING AN APPOINTMENT

Booking an appointment can be done via telephone or online via healthengine.com. Standard appointments are 15 minutes in duration. If you require a long appointment or a procedure, please advise staff at the time booking. Every effort will be made to accommodate your preferred time and preferred doctor.

AFTER HOURS

If you have an urgent health concern and don't know what to do, call the AFTER HOURS GP helpline 1800 022 222 – for free health information and assistance from a registered nurse or medical advice from a GP if you need it.

TRANSLATION SERVICES

For patients who are deaf call 131 450 - National Relay Service

For patients who speak languages other than English
Phone 133 677 (Translation and Interpreter service)

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MEDICAL CERTIFICATES

Legally, a doctor cannot write a medical certificate to cover time of which they have no knowledge. If you require a medical certificate, you must present early in the illness.

FORMS

If you have a form that requires completion by the doctor, then a longer appointment is required. This will allow the doctor time to discuss the form with you in person.

TELEPHONE CALLS

If you would like to speak to your doctor or our practice nurse, please phone the practice and give the receptionist as much information as possible. If the GP is with a patient, a message will be taken, and the reception staff will advise you when it is likely that the GP will return your call. Your call will always be put through to the GP in an emergency.

IMMUNISATIONS →

All childhood immunisations are available and should be discussed with your doctor. Our practice nurse is available by appointment to administer any vaccinations. Please ensure you bring your Blue book. Childhood vaccinations are uploaded to the Australian Immunisation Register weekly. Adult immunisations and/or vaccinations are also available.

TRAVEL VACCINATIONS

Our GP's available to discuss your travel destinations and vaccination requirements. Some countries require Yellow Fever vaccination – please ensure you check your requirements and book an appointment in time for these vaccinations to take effect. Malaria tablets are also required for some areas – again check your requirements.

EMAIL ACCESS:

Our contact email address is above. This email address is checked on a regular basis, and you can expect a reply from us within 24-48 hours. If the matter is urgent, we suggest that you call us on (02) 6691 3573. Due to privacy and security reasons, we are unable to email any patient information. In place of this we encourage collection of these items or where practical, fax and post will be used.

REMIINDER SYSTEM

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

INFECTIOUS DISEASES

Any patient who thinks they might have an infectious condition such as chicken pox, or have been overseas and developed a cough, flu or diarrhoea are required to notify reception staff prior to their arrival at the practice, so they can be isolated from the general waiting room.

SCRIPTS

No script will be written without a consultation with our doctors, including medications that you are repeatedly prescribed. S8 scripts **will not be faxed** to a pharmacy and must be collected in person unless discussed with your doctor. All doctors in this practice contact the Drugs of Dependence Unit before prescribing Schedule 8 Drugs.

TEST RESULTS, INVESTIGATIONS AND REPORTS

If you have undergone any tests or procedures, please make an appointment to discuss your results with your doctor. If you have seen a specialist, you may be requested to make an appointment with your doctor to discuss the correspondence.

Our practice is committed to preventative health care. We may send you a reminder notice from time to time advising you to make an appointment appropriate to your health condition. If you do not wish to participate in this system, please advise your doctor or our reception staff.

CHRONIC DISEASE MANAGEMENT

This practice focuses on preventative medicine. Our reception staff or practice nurses may contact you by phone to make an appointment for GP Management Plan and/or Team Care Arrangement. The GP Management Plan and/or Team Care Arrangements do require reviews at determined intervals, normally every 3 - 6 months.

These assessments are paramount in providing you with the optimum care. Please ensure you make an appointment.

HEALTH ASSESSMENT

If you are eligible for an annual health assessment our practice nurse or reception will contact you to make an appointment. If you have opted for SMS reminders, you will receive this information on your phone.

Please contact the practice for an appointment to have your health assessment.

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COMPLAINTS

If you have any complaints about the way the practice manages your information, or the way the staff or doctors have treated you, please discuss it with our Practice Manager who can refer you to the most appropriate course of action. Often minor misunderstandings can be prevented from turning into major problems with early intervention.

If you feel we have not dealt with your concern appropriately, then you can contact the Health Care Complaints Commission

NSW Complaints Commission

Locked Bag 18
Strawberry Hills NSW 2000
Phone: (02) 9219 7444

CO-LOCATED SERVICES

Pharmacy & Pathology services are located with our clinic.

HOME VISITS

Patients are encouraged to seek an appointment at the practice during business hours. Home visits are conducted at the doctors' discretion for existing patients.

EMERGENCIES – RING 000

Coffs Harbour Health Campus emergency department is located at 345 Pacific Hwy, Coffs Harbour.

Please be advised that you are triaged according to the complaint, and you may be required to wait a considerable time.

PRACTICE ACCREDITATION

The practice is accredited with Quality Practice Accreditation to the RACGP 5th Edition Standards. This accreditation is conducted every 3 years and our last survey visit was September 2019.

This accreditation ensures we deliver a high standard of quality care to all our patients.

As part of this process, you may be asked to complete a patient survey form giving feedback on your experience at our practice. This information is confidential.

ANTI-DISCRIMINATION POLICY

No patient, new or existing will be refused access to medical care from a doctor based on gender, age, religion, ethnicity, sexual orientation, or medical condition. All doctors and staff are expected to treat patients with the same respect, courtesy, politeness and understanding at all times.

YOUR HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of this practice to always maintain personal health information and to ensure that this information is only available to authorised members of staff. Patient consent is required for the transfer of any personal health information.

In some instances, de-identified personal health information may be used for carrying out public health or other medical research. Please indicate to our administration staff if you do not wish to participate.

We abide by the National Privacy Principles available at www.privacy.go.au/health/index.html.

The Coffs Harbour GP Super Clinic Privacy Policy is displayed in the reception area and is available on request.

FEEDBACK

We value your opinion and welcome any suggestion you have that may improve the service we provide.

It is our policy to have a Client Feedback Survey Form to fill out to gain information to improve service to you and also a Complaint Form, any complaints will be dealt by the Chief Executive Officer

MY HEALTH RECORD

Please advise if you wish a summary to be uploaded to your My Health Record by our doctors.

All Australians had a My Health Record created from 30 January 2019 unless they opted out.

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Available Services

- Acute Clinical Care
- Antenatal and Post-Natal Care
- Blood Pressure Management
- Clinical Nursing Care
- Child Health (Paediatrics)
- Chronic Disease Management
- Corporate Care
- Diabetic Care
- Driving Medicals*
- Electrocardiograph (ECGs)
- Health Assessments
- Indigenous Health
- Immunisations
- Insurance Medicals*
- Men's Health
- Mental Health
- Pre-Employment Medicals*
- Sexual Health
- Skin Cancer Checks
- Spirometry (Breathing)
- Travel Vaccinations
- Women's Health

*Please note some services may **not** be covered by Medicare - please check with our reception staff.

If you are having a pre-employment medical, please email the paperwork through to admin@coffsgpsc.com.au prior to the appointment.

If English is not your first language, interpreting services may be arranged for you. Please advise our receptionists so we can accommodate your needs.



Quick Phone Guide



Coffs Harbour Heath Campus
P: (02) 6656 7000

GP Super Clinic Pharmacy
P: (02) 6650 0705

GP Super Clinic Pathology
P: (02) 6651 6907

In an Emergency call 000