

Allied Health and Visiting Specialists:

The following specialists visit Yankalilla on a regular basis:

- Dermatologist Dr Ann Lewis
- Podiatrist Norm Scott
- Exercise Physiologist Glenys Williams
- Gastroenterologist Dr Sandy Craig
- Gynecologist Dr Ann Olsson
- Ophthalmologist Dr Alec Jordan
- Psychiatrist Dr Peter Tyllis
- Psychologist Lynda Caudle
- Vascular Surgeon Mr Michael Berce

Transport and SA Ambulance Services

We recommend that all patients have ambulance cover, as a trip to hospital can cost around \$1000.00.

Pensioners who live in a country area will be obliged to pay 50% of the full SA Ambulance account. Application forms are available from the surgery.

Private health insurance usually only covers an "emergency" trip to hospital. "Ace" cover is available for a small fee from the SA Ambulance service and this will cover you for the non emergency trips that your health insurance will not cover.

The Christian Care community car is available to patients who need transport to medical appointments, both locally and in the city. This is a voluntary service.

Contact us at:

Telephone: 08 85580111
Fax : 08 85580199
Email: info@sffp.com.au
Website: www.sffp.com.au



Privacy

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 this information is only available to authorized members of staff

From time to time our practice undergoes quality control audits (for accreditation) which include a review of medical records.

These reviews are carried out by another qualified doctor (not from this practice), on a small number of randomly selected medical records. If you do not want your notes to be reviewed in this way, please let our receptionist know and we will ensure your notes are not included in any quality control audit.

Patient Feedback

The Practice values patient feedback whether in the form of a complaint, compliment or comment .

On a regular basis the Practice invites patients to complete a questionnaire on their views of the practice and how it could be improved. We use an independent provider to review and report on this feedback to ensure confidentiality. The feedback is also compared with other Practices and helps us consider improvements to our services and facilities.

Patients may also volunteer feedback at anytime through a Customer Feedback Form available at Reception. Alternatively patients can log onto the Practice website to provide any feedback electronically.

Where the feedback is a complaint with any aspect of the service we will investigate the matter, with the treating Doctor if appropriate, and confirm the outcome of the investigation to you in writing.

While we believe it is best to handle feedback locally however if you wish to address it through external parties you may contact the following agency:

Health and Community Services Complaints Commissioner
Level 4, East Wing, 50 Grenfell Street, Adelaide, SA 5000
PO Box 199, Rundle Mall SA 5000.
Complaints: 08 8228 8666/ Freecall 1800 232 007
Hours: 10.00am to 4.00pm Monday to Thursday

personal care for healthy living

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Patient Information



Southern Fleurieu
Family Practice

175 Main South Road,
Yankalilla. SA 5203

For all appointments

Call 8558 0111

Or book online

www.sffp.com.au

General Practitioners

Dr Charles Christie
Dr Lyn Gardiner
Dr Brenton Martin
Dr Christiane Merz
Dr John Ramsey
Dr Roumi Spassova
Dr Kin Lau
Dr Helen Bryden
Dr Vikki McLaughlin
Dr Siew Won Law (John)
Dr Paul Worley
Dr Aye Su Mon (Registrar)

Open (Subject to bookings)

Monday to Friday 8:30am to 8:00pm

Saturday 8.30am to 4:00pm

Sunday 10:00 am to 4:00 pm

EMERGENCY dial '000'

AFTERHOURS GP helpline

Health Direct: 1800 022 222

Routine Consultations

Appointments can be made after 8 am Monday to Saturday and between 10 am - 4 pm on Sundays.

Appointments are usually made at 15 minute intervals. If you require a longer consultation, please advise reception when making your appointment. Some reasons for extra time are:

- Insurance examinations
- Psychological counseling
- 4 year old pre school check ups
- Removal of warts or lumps
- Health checks, smear tests
- Consultations for more than one family member
- Examinations for diving or driving licenses
- Employment medicals.

Appointment Reminders

Our Clinic now sends SMS text reminders of your scheduled appointment. Reminders will be sent either the night before, or the morning of your appointment.

Appointment Cancellations

If you are not able to keep an appointment please contact Reception as early as possible so the appointment can be re-allocated. Please note that if you do not attend your appointment and you do not let us know you will be charged a "Non Attendance Fee".

Results

All patients are asked to return to see their doctor for test results. Results only appointments carry no out of pocket expense.

Emergency Services

If the case of a **life threatening emergency** call 000 and request an ambulance for transport to the nearest hospital.

Urgent Medical Attention

Urgent medical attention is provided at this Practice after payment of a fee.

If your need is urgent please advise Reception when calling and/or on arrival and you will be referred to a practice nurse for triaging or alternative treatment options. If you accept treatment, the nurse may initiate this before a doctor can also attend to your condition.

There are no Doctors available once the surgery has closed and any calls to the Practice will be provided relevant information for alternative treatment.

Home Visits

Home visits can be arranged in some circumstances. In many cases you may be seen sooner if you can come into the surgery. Perhaps ask a friend to bring you or make use of the Christian Care Community Car. In urgent cases we can arrange for an ambulance to bring you to our emergency room. Please advise our reception staff if you are **requesting** a home visit and they will discuss the options with you.

Interpreter Services

If you speak a Language Other Than English and require interpreting assistance, please advise the Practice so arrangements for interpreting can be arranged.

Repeat Prescriptions

In the interests of better health care, the doctors will not write repeat prescriptions without seeing the patient.

Telephone Calls

Doctors are **not** available to take telephone calls during consulting times. Messages can be taken and returned as soon as possible. Urgent calls will be handled by a practice nurse.

Waiting Times

Every effort is made to keep appointment times however delays can occur due to unforeseen and emergency needs. We appreciate your patience at these times.

Health Promotion and Preventative Care

The Practice has a particular focus on health through

- Regular review of patients with chronic conditions
- Home health checks for those over 75 years of age
- Health checks for those aged 45-49 years with a risk factor for any chronic disease
- Smear Tests
- Prostate cancer screening
- Immunizations
- Skin cancer checks
- Bowel cancer screening
- Blood pressure monitor leasing service

Recalls A recall/reminder system is available to remind you to attend for routine investigations and/or immunizations. If you would like to register for one of our recalls, please let our receptionist know, or discuss it with your doctor. We recommend all females who are sexually active have a Pap Smear every 2 years (or more often as advised by your doctor).

Account Information

A listing of common fees is available at Reception. Please note:

- Patient Fees do include an 'out of pocket' expense in addition to Medicare rebates for services provided in this Practice.
- Some consultation services may be charged at the Medicare rebate for local patients whose records are held at this Practice and whose regular Doctor is at the Practice and who
⇒ hold a current pension concession card or health care card,
or
⇒ are under 16 years of age, or
⇒ are attending as part of a planned management program.
- All other patients can expect to pay a fee.
- A fee will always apply to:
⇒ Emergency consultations
⇒ Surgical and Therapeutic Procedures
⇒ Non attendance at all booked consultations
⇒ Visitors.

Payment in full is expected on the day and can be made by Cash, Credit Card, Cheque or EFTPOS. The clinic is electronically connected to Medicare through the HICAPS system. Present your Medicare card and a debit card upon payment and we can process your Medicare claim immediately.

If you are a new work cover patient; please inform the Receptionist at the time of making the appointment and bring your employer's contact details for verification. Payment in full is expected on the day for patients without a current WorkCover claim number. The worker may, if they choose, seek compensation for these charges by lodging a claim.

Please discuss with Reception any queries with your accounts.

Referred Costs

From time to time you may be referred to outside agencies for tests, investigations or specialist opinion. Please note that you are responsible for any out-of-pocket expenses incurred as part of this referral. It is advisable to contact the external provider to find out their fee policy prior to your appointment.

Specialist Referrals

Specialist referrals cannot be made after you have seen a specialist. You must see your doctor prior to your specialist appointment to arrange a referral. The specialist will be advised via referral letter of relevant aspects of your health information to help manage your condition appropriately.

Appointments: Monday to Friday 8:30am to 8:00pm; Saturday 8.30am to 4:00 pm; Sunday 10:00am to 4:00pm