

CONSULTING HOURS

Monday - Friday 8:00am – 6:00pm
Saturday (Salamander Bay only) 8:00am – 12:00pm

PRACTICE MANAGER: Courtney Dawson
Website: www.baymedicalgroup.com.au

RESIDING DOCTORS:

Dr. Jim Papadopoulos	Dr. Tony Plummer
Dr. Emery Kertesz	Dr. Jim Lannigan
Dr. Barry Clark	Dr. Leigh-Anne Bingham
Dr. Joris Beks	Dr. Laetitia Pienaar
Dr. Rickert Serfontein	Dr. Wolfram Jatsch
Dr. Rebecca Moore	Dr. Christine Henry-Watt
Dr. Paul Bilokopytov	Dr. Katherine Breckon

NURSING STAFF:

Sandra Addison	Carolyn Matthews
Mary-Jane Griep	Kathy Read
Carol Sellick	Angie Physick
Roschelle Rosenberg	Tracey McLennan
Anne Robards	Robyn Green
Dot Poulter	Laura Childs

HISTORY

Nelson Bay Medical Centre was the first practice on the Tomaree Peninsula. As the area has grown so has the practice, opening branches in Salamander Bay and Soldiers Point to meet the demand and needs of the growing local population and holiday makers visiting the area.

PRACTICE PHILOSOPHY

Our philosophy is to provide the highest standard of patient care whilst incorporating a holistic approach toward diagnosis and management of illness. We are committed to the Tomaree Community by promoting health, wellbeing and disease prevention to all patients. We do not discriminate in the provision of excellent care and aim to treat all patients with dignity and respect.

IF YOU NEED TO CONTACT YOUR DOCTOR

As you can imagine, phone calls disrupt consultations for the patient and the doctor, so we may need to return your call at a more mutually convenient time. All emergency calls will be dealt with immediately.

PRACTICE SERVICES

All general practice services are offered e.g. general consultations, minor surgery, skin cancer checks, pap smears, vaccinations, travel advice, antenatal care, ECG's, and emergencies. Referrals

to visiting specialists, pathology providers and diagnostic imaging can be organised. We also offer the following services:

- Accredited Pathology Laboratory
- Cardiac Holter Monitors (24-hour heart monitor)
- Skin Cancer Clinic/ Minor Procedures
- Blood Pressure Monitors (for home use)
- Centrelink Medicals
- RTA Driving Medicals
- Scuba Diving Medicals (recreational only)
- Spirometry (lung function test)
- Cardiac Clinic
- Diabetes Clinic
- Well Women's Clinic
- Respiratory Clinic

AFTER HOURS

Bay After Hours (located at Salamander Medical Centre)
Saturday 12:00pm – 10:30pm
Sunday 9:00am – 6:00pm

Outside of these hours, care for the patients of this medical practice, is carried out on a roster basis by the doctors from this surgery. He or she may be contacted by calling 0419 811 722. Please note there is a fee payable of \$160 at the time of service. When calling the after-hours number please be ready to provide the name of your regular GP at this practice and your credit card details. In the event of an emergency always phone 000.

APPOINTMENTS

Consultations are generally arranged by appointment only with the doctor of your choice if possible. We endeavour to accommodate you the best we can. We follow a Triage process to identify the urgency, which may mean you need to come in on the day. This may result in making you an appointment on the day or the next available. Walk in appointments may not be available. In the case of an emergency we will advise you to call 000 or present to the local Emergency Department. Standard appointments are either 10-15 minutes except in the case of minor operations or medical examinations (e.g. employment or RTA). If you feel that you may require a longer appointment, please advise reception staff so that this can be arranged. We encourage you to request your preferred doctor for continuity of care. However, if not available another doctor at our practice will be offered to you.

HOME VISITS

Our doctors will do home visits for those patients who are physically not able to come to the surgery. Our doctors will visit patients at the local nursing homes on request if the patient is unable to come to the surgery. If a home visit is required, arrangements need to be made with the Practice giving as much notice to the doctor as is possible. Home visits require a lot of time so we ask that requests be limited to those who really cannot travel.

FEES AND BILLING

Bay Medical Group is a mixed billing practice.

The following consultation fees may apply:

Standard Consultation Fee (Item 23) - \$80

Extended Consultation Fee (Item 36) - \$115

Your Medicare rebate is claimable at reception. Please bring your EFTPOS and Medicare cards to use this service. Your rebate will be credited to your cheque or savings account within 24 hours. You will be made aware of any other out of pocket expenses at time of appointment booking.

Fees are subject to each individual Doctor's discretion.

MANAGEMENT OF PATIENT INFORMATION

Your information is managed by us to provide continuing care, health promotion and prevention of illness for the future. Patients have access to their Medical Records by request. Your file will be made available to you within 30 days of your request being received.

PRIVACY

Your medical record is strictly confidential. It is the policy of this practice to maintain security of personal health information under the Health Records and Information Privacy Act, 2002 and to ensure that this information is only available to relevant authorised authorities. Please be aware that your health information may be disclosed in referrals to other health care providers. Please review our full [Patient Privacy Policy](#) on our website or ask for a copy at our reception desk.

ELECTRONIC COMMUNICATION

In terms of communication via an electronic method, our practice team will generally use SMS (with your consent). Further information about the

types of SMS are detailed in other sections of this information sheet.

Unless there are exceptional circumstances, email is not our preferred method of communication with you as it may impose risks on your privacy and confidentiality.

We also do not participate in 2-way communication with patients via any Social Media Platforms. We may on occasion publish outgoing news and notifications or listings of our locations, services and opening hours on Social Media or other online platforms.

APPOINTMENT REMINDERS

We may contact you by phone call or if you consent we may contact you via SMS to confirm your appointment. SMS will be sent the business day before an appointment to help remind you of your appointment details and ask you to confirm by replying 'YES' or 'NO' only.

RESULTS & RECALLS

If you have been referred for a test, we encourage you to call the surgery to follow up on these results. In the event your doctor has reviewed your results and would like to discuss these with you, we may contact you via SMS if you consent or phone call/message to make a recall appointment. Recall appointments, although not always urgent, are important to attend to discuss your results with the doctor.

REMINDERS

Our practice is committed to preventative healthcare. You have the option of registering to receive healthcare reminders that are appropriate to your care. i.e. Cervical Screening, Breast Screening, Immunisations etc.

As a result of this, you may receive a SMS if you consent, phone call, or letter from our practice to remind you to contact us to make an appointment.

PATIENT FEEDBACK OR SUGGESTIONS

This practice invites you to provide feedback on any aspect of care you receive from us. The more feedback we receive the better we can provide the best possible care for our patients. Feel free to talk to your doctor or our Practice Manager.

Nelson Bay Medical Centre
39 Stockton Street,
Nelson Bay NSW 2315

Salamander Medical Centre
Suite 1/6 Central Avenue,
Salamander Bay NSW 2317

Soldiers Point Medical Centre
253 Soldiers Point Road,
Salamander Bay NSW 2317

PHONE 02 4981 1722 ■ **FAX** 02 4984 1455

COMPLAINTS

Our practice aims to please our patients in every possible way however it is inevitable that from time to time that a patient will have a complaint about some aspect of our service. These issues are very important to us as they alert us to problems with the service we are providing. We encourage you to notify us of any complaint or issue you may have by writing to our Practice Manager:

Courtney Dawson

Suite 1, 6 Central Ave, Salamander Bay

Email: reception@baymedicalgroup.com.au

Alternatively, you may prefer to contact the relevant government authority:

Health Care Complaints Commission

Locked Bag 18

Strawberry Hills NSW 2012

Telephone: 1800 043 159

Email: hccc@hccc.nsw.gov.au

TRANSLATING SERVICES

Our practice encourages patients with English language difficulties to utilise Translating and Interpreting Service National, ph 131450.

Our practice encourages patients with hearing difficulties to utilise National Auslan Booking & Payment service 1800 24 69 45. We are happy to organise these services for you.