

Privacy Information

All patient information is private, and confidentiality of patient information must be always maintained. The rights of every patient are to be respected. All information collected by this practice in providing a health service is deemed to be private and confidential. Wynyard Medical Centres Privacy policy can be viewed on our website or is available from reception.

What personal information do we collect?

The information we will collect about you includes your: names, date of birth, addresses, contact details including emergency contact and next of kin; demographic information, including gender, cultural background, and religious beliefs; medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors; Medicare number (where available) for identification and claiming purposes; healthcare identifiers; concession card details; and health fund details.
For More information see our Privacy Information for Patients sheet, or ask staff at reception

Practice Communication Policy

An incoming telephone call is the principal method for initial and subsequent communication by a patient and most other persons to this practice. As such, the telephone is recognised as a vital vehicle for creating a positive first impression, displaying a caring, confident attitude and acting as a reassuring resource for our patients and others.

Our aim is to facilitate optimal communication opportunities with our patients. Your general practitioners and Staff members are aware of alternative modes of communication used by patients with a disability or a language barrier.

Our practice is mindful that even if patients have provided electronic contact details, they may not be proficient in communicating via electronic means and patient consent needs to be obtained before engaging in electronic communication. Electronic communication includes email, facsimile .

Communication with patients via electronic means is conducted with appropriate regard to privacy.

Patients wishing to speak to their GP, can phone the practice and our staff will take your Details and will only interrupt a consultation if the reported problem is Triaged as urgent.

For After Hours

Emergencies

Call 000

**Or for Non Urgent enquiries
please call**

GP Assist

1800 022 222

Complaints and Feedback

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns (including any breach of the APPs or any registered binding APP code) you may have in writing.

Complaints should be addressed to: Samantha Scholte Practice Manager, You may also contact the Office of the Australian Information Commissioner (OAIC). Generally, the OAIC will require you to give them time to respond before they will investigate. For further information, visit www.oaic.gov.au or call the OAIC on 1300 363 992.



**WYNYARD
MEDICAL CENTRE**

Phone: (03) 6442 2201

Fax: (03) 6442 4222

Website: www.wynyardmedical.com.au



**WYNYARD
MEDICAL CENTRE**

138 Goldie street Wynyard

Phone: (03) 6442 2201

Open 7 Days a Week

8am to 8pm Monday– Friday

9am to 12pm Saturday and Sunday

Closed on Public Holidays

Emergency and Walk-In patients can be seen through our Triage System.

No Appointments required for our walk in clinics on week-end.

Practice Information Sheet

7th January 2024

Mission Statement

Your Practitioners are committed to providing all patients with a high standard of care for the benefit of each patient's health and well being.

Your Practitioners is a readily accessible, high quality medical service for all patients, their families and carers. It provides a friendly, caring environment where the contribution of all team members are valued and recognized and the respect for the needs of the individual patient is a priority

Your Practitioners

Dr Roland Ark MBBS (Rgn), MBBS Hons (Tas), FRACGP, Ass Dip Applied

Science (Syd)

Dr Zohaib Pervaiz (MBBS, FRACGP)

Dr Sukanya Selvarajah (FRACGP, MD)

Dr Alireza Asadi (MD)

Dr Claire Santos (MD)

Dr Phyu Hnin Oo (MBBS, AMC, FRACGP)

Dr Lois Gonzales-Roque (MD)

Billing

Your Practitioner may bulk bill patients who are holders of a Pension card, Health Care card, Veteran Affairs card or Children under the age of 16. It is up to your GP's discretion on how consultations will be billed.

Fees are as follows:

Level A Short Consultation: \$ 45.00

Level B Standard Consultation \$ 85.00

Level C Long Consultation: \$ 120.00

Level D Extended Long Consultation with Complex Issues: \$150.00

Medicare Rebates may be available on the day of payment this rate may vary. Payment of accounts is to be made at the time of the consultation. Payment can be made by cash, cheque or eftpos. * **Prices subject to change without prior notice.**

In addition to Standard medical consultations the following services are offered by your Practitioner:

- Audiogram (hearing test)
- ECG (heart tracing)
- Spirometry (lung function test)
- Point of Care Testing such as Blood Sugar, INR and Ketone Tests
- Children and adults immunisations
- General Vaccinations
- Corporate Vaccinations
- Men's Health
- Women's Health
- Family Planning
- Sexual Health Screening
- Pre Employment Medicals
- Drivers Medicals
- Scuba Divers Medicals
- Foster Care Medicals
- Medical Emergency
- 4 Year Old Health Check
- 45-49 Year Old Health Check
- 75 Year Old Health Check
- Aboriginal Health Check
- Travel Medicine advice & Vaccinations
- Work Injury/Workers compensation & Rehabilitation
- Heart Disease Education
- Diabetes Education
- Lifestyle Education
- Home visits
- Minor General and skin surgery
- Asthma Assessment/ Airways assessment
- Care Coordination Program
- Diabetes Assessment
- Covid Vaccinations
- Covid PCR Testing

Some of these services could involve being booked in with a practice nurse to assist in completing the assessment, please contact our friendly reception team to discuss any appointments

Requesting a Home Visit with your Practitioner

A patient can arrange for a home visit with their Practitioner or their Practitioner may request this if the patient is:

- A regular patient of the practice
- Live within a 20km radius of the practice
- Where it is safe and reasonable
- Has provided correct contact details with a confirmed telephone number
- Patient has the type of problem that necessitates a home visit such as:
 - Acutely ill
 - Immobile
 - Elderly
 - Have no means of transport
 - Unable to access the practice facilities due to disability
 - Have approval from their Practitioner to provide this service.

Test Results and Reminders

If you have been referred for a test, Please ensure that you make contact with our center to book your follow up appointment with your practitioner, No Test results will be provided over the phone.

Our Practice uses **HotDoc** for reminders.

If you have given permission at reception for SMS reminders you may receive a message to book in a follow up appointment with your GP, or a reminder to confirm your appointment, please contact our reception team if you have an enquiries.