

**Augusta Road Medical Centre**

**120 Augusta Road**

**Lenah Valley, Tas 7008**

**Ph. 03 6278 1744**

**Fax 03 6278 1215**

**Practice Doctors**

Dr Ross Kingston

Dr Kathryn Lewena

Dr Anna How

Dr Jane Gorman

Dr Thuy Au

Dr Jill Hagan

Dr Kate Greenhill

Dr Arella Keir

Dr Emily Ware

Dr Carla Cheyne

Dr Daniel Kulbac

Dr Andrew Elkerton

Dr Christine Boyce

**Registrars**

Dr Hizbullah Dawar

Dr Sarah Gelbart



**Practice Hours**

**8.00 am to 6.00pm**

**(Appointments available 8.30—5.30)**

**After Hours**

Saturday, Sunday and Public Holiday care is provided by the After Hours General Practice at 252 Main Road, Derwent Park

**Please phone 03 6274 4250**

## Communication

In order to ensure that their full attention is directed to their patient's needs, telephone calls **will not** routinely be diverted to the doctors. If they are seeing patients when you call, either a message will be taken and passed on to the doctor or your call will be taken by the nurse on duty, in many cases, will be able to advise and assist you. If you choose to leave a message, the doctor will call you back, most probably at the end of their session. Urgent Matters will be dealt with either by the nurse or passed immediately onto the doctor.

## Fee and Billing Arrangements

Fees are due at the time of consultation by cash, cheque or Eftpos. Tests and procedures including ECG's, spirometry, vaccination may attract an additional fee.

	Fee	Medicare Rebate	Out of Pocket		Concessional Fee	Medicare Rebate	Out of Pocket
Short Consult – Item 3	\$47.00	\$16.95	\$30.05		\$38.00	\$16.95	\$21.05
Std Consult – Item 23	\$75.00	\$37.05	\$37.95		\$60.00	\$37.05	\$22.95
Long Consult – Item 36	\$132.00	\$71.70	\$60.30		\$94.00	\$71.70	\$22.30
Prolonged Consult – Item 44	\$167.00	\$105.55	\$61.45		\$130.50	\$105.55	\$24.95
Script Fee – Item 6	\$10.00	Nil	\$10.00		\$10.00	Nil	\$10.00
Fail to Attend – Single	\$30.00	Nil	\$30.00		\$30.00	Nil	\$30.00
Fail to Attend – Double	\$50.00	Nil	\$50.00		\$50.00	Nil	\$50.00

### **Appointments**

For an appointment, please call 6278 1744 during practice hours. Every effort is made to accommodate your preferred time with your chosen doctor. Most doctors work on an appointment system and booking in advance is necessary in order to see the doctor of your choice. A standard consultation time is 15 minutes. Longer times are available for complex or multiple problems, pap smears, surgical procedures or medical examinations for insurance or employment purposes. Please discuss this with the receptionist at the time of booking. **Emergencies will always be given priority.** There are open sessions between 8.30am and 12.00pm daily for non-booked appointments.

Walk in patients will be tri-aged and if urgent will be seen as soon as possible otherwise next available appointment will be given.

### **Home/Nursing Home Visits**

Home and Nursing Home visits can be arranged for the practice's patients who are unable to attend the practice due to their present condition. Please call the practice to make arrangements.

### **Confidentiality**

Your medical record is a confidential document and it is our policy to maintain the security of this and to ensure that it is only made available to authorised persons.

### **Reminders/Recalls**

We have a reminder system for ongoing preventative care (e.g. pap smears and booster shots) and if required you can be enrolled and reminded to book for such activities in advance. Please let us know if you would prefer NOT to receive reminders.

Pap smear, cervical cancer and other childhood immunisations are on an automatic reminder system through Medicare applicable registers.

### **Results**

Results normally arrive within 2-3 days, please discuss obtaining test results with the doctor at time of consultation.

### **Medical Students**

We are an accredited training practice for medical students and believe it is important for future doctors to be given this specialised training. From time to time a medical student may be sitting in with your doctor. If this is the case, you will be advised and your approval will be sought prior to your consultation.

### **Important things to note**

Please bring your current Medicare card and any concession cards with you.

If you cannot keep an appointment, please call us as soon as possible to let us know.

We do not action appointment/script/results requests made via email. Please call the practice for all requests.

**We need to be able to contact you**, please ensure your current details are up-to-date when arriving at reception.

### **Your Rights**

The practice gains patient feedback through surveys, on a regular basis. However any concerns, suggestions or complaints are welcome and are taken seriously. Please discuss this with your doctor, the practice manager or receptionist.

If you feel that you cannot do this, you can contact the Health Complaints

### **Further Information**

Please refer to the Practice Manual (located in each of the waiting rooms).

Thank you

Augusta Road Medical Centre.