

SERVICES

Some of our services include: Women's Health, Antenatal shared care, Men's Health, Children's Health, Skin Checks, Aged Care, Immunisations and Baby Checks, Patient Education, Mental Health, Minor Surgery and Pathology.

BILLING POLICY

There is a gap payment of \$35 for face to face as well as Telehealth consultations for patients with a Medicare Card. Patients 15 years old or younger, healthcare, pension and DVA card holders, will be bulk billed. Please note, payment for the gap fee as well as the Medicare item fee is payable up front at the time of consultation. Payments are accepted by credit card, debit card or cash (surcharges apply for card payments).

There are other services or procedures that attract a gap fee

| | |
|-----------------------------------|-------|
| Antenatal Share Care | \$60 |
| Implanon insertion and/or removal | \$50 |
| Mirena insertion | \$100 |
| Iron infusion | \$138 |
| Skin procedures | \$100 |
| Mental health care plans | \$35 |
| Biopsies | \$50 |

There are also some Medicare exclusions for certain services such as reports & commercial driving licence assessments. Please ask reception for more information

PATIENT FEEDBACK

Confidential and anonymous questionnaires for patients are supplied intermittently. If any patient of this practice is unhappy in area of care, we would appreciate being informed. Please express your concerns to your doctor or receptionist.

PRESCRIPTION RENEWALS

All patients are required to have an appointment to renew prescriptions.

AFTER HOURS

For general medical care outside our normal operating Hours, please call Hello Home Doctors on 134 100

TELEPHONING DOCTOR DURING NORMAL SURGERY HOURS

All urgent calls are directed to doctor immediately; messages will be taken for your doctor to return all non-urgent calls. Please phone after 10am for all non-urgent enquiries.



TELEPHONE NUMBERS

| | |
|-----------------------|----------|
| Ambulance Emergencies | 000 |
| General Emergencies | 13 25 00 |
| Poison Information | 13 11 26 |
| After Hours Care | 13 74 25 |

PUBLIC HOSPITAL

| | |
|-----------------------------|-----------|
| Modbury Hospital | 8161 2000 |
| Womens & Childrens Hospital | 8161 7000 |
| Lyell McEwin Hospital | 8182 9000 |
| Royal Adelaide Hospital | 7074 0000 |

ADVERSE MEDICATION EVENTS LINE

When things go wrong with medicines call 1300 134 237



CENTRE INFORMATION FOR PATIENTS

| | | |
|-----------------|-----------------|----------------------|
| Monday – Friday | 8.00am - 5.30pm | Phone lines open 8am |
| Saturday | 8.00am - 5pm | Phone lines open 8am |
| Sunday | 9.00am - 5pm | Phone lines open 9am |

Book an appointment anytime on-line via our website
Fully Accredited Medical Centre and Allied Health Facility

www.hampsteadhealth.com.au

where your health comes first



Level 1, 237 Hampstead Road, Lightsview SA 5085

T: 8162 9817 F: 8162 9827

reception@hampsteadhealth.com.au

DOCTORS & STAFF

All doctors at Hampstead Health are experienced GPs who are dedicated to providing quality care.

Dr Nazeer Ibralebbe

Dr Vladimir Ulanov

Dr José Estevez

Dr Amna (female)

Dr Mahesh Chhanabhai

Dr Annie Kwan (female)

Dr Feroza Qazi (female)

Dr Manoj George

Dr Nawzad Rasheed

Dr Pamela Duffield (female)

Dr Abaidullah Siddiqi

Dr Huma Aziz (female)

Dr Mahima Sing

Dr David Duffield

Dr Roopali Verma

Dr Anuradha Gupta (female)

Dr Sugi Seela Raj (female)

Dr Sanjeev Joshi

Dr Niru Joshi (female)

Dr Sheng-Wen Cheng

Dr Shadrack Angwenyi

Dr Kawal Asad (female)



APPOINTMENTS

All consultations and procedures are on an appointment basis. Reception staff must be notified of urgency. Appointments are made at 10-15 minute intervals. Longer consultation or procedure times are available if required. Please notify the receptionist when making your appointment. If more than one family member is to be seen by the doctor, please advise the receptionist at time of booking so an additional appointment can be booked. Emergency or longer consultations could delay your appointment. For continuity of care, patients are encouraged to make appointments with the usual GP whenever available.

PATIENT RECALL

Patients are offered enrolment in clinical systems for specific illnesses e.g. diabetes, asthma etc. all patients will be recalled to discuss any abnormal results. However, it is the responsibility of the patient to give correct and current contact details.

HOME VISITS

We ask patients to make every effort to attend the surgery for consultations, however we will visit our regular patients at home wherever possible if their condition prevents them from coming to the surgery and if they live within a reasonable distance to the surgery.

TEST RESULTS

Due to their personal nature, Patients are requested to make a follow up appointment with their doctor.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

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 that this information is only available to authorised members of staff. Our policy for management of your personal health information can be provided upon request.

COMMUNICATION VIA EMAIL POLICY

Our practice will only provide limited communication via email. Only non-urgent clinical matters should be communicated via email as opposed to telephone because we may not necessarily read all emails on a daily basis. Emails should be sent to:
reception@hampsteadhealth.com.au

PRIVACY POLICY

Your medical record is a confidential document. Our privacy policy can be provided upon request. We abide by the National Privacy Principals available at
www.privacy.gov.au/health/index/

YOUR RIGHTS

If you are concerned about any aspects of the service you receive at our practice, please discuss with your doctor or a reception staff member.

If you have a significant complaint that you would like to raise with the practice please provide this in writing. Feedback and complaints forms are available at reception or on our website. Please return to
teamleaders@hampsteadhealth.com.au

If you need to discuss the matter outside the practice, contact:

Health and Community

Services Complaints Commissioner

PO Box 199, Rundle Mall SA 5000

Tel. (08) 8226 8666

Free Call 1800 232 007

Fax: (08) 8226 8652

Australian ClinicalLabs PATHOLOGY

Opening Hours

7.30am-5pm Monday to Friday

7.30am-4pm Saturday

9am - 1 pm Sunday

Practice nurses are available each day for:

- Dressings
- Chronic disease management
- B.P. Checks
- Childhood Vaccinations
- Health assessments