#### **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 GOLD / White (eligible conditions) card holders, will continue to be bulk billed at all times. 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	\$25

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

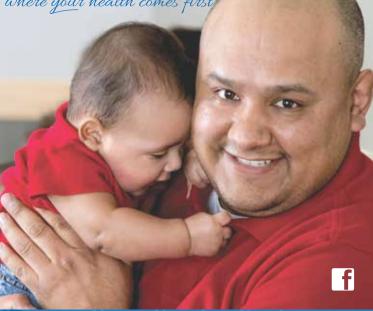
#### **CENTRE INFORMATION FOR PATIENTS**

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 Siddigi
- Dr Huma Aziz (female)
- Dr Mahima Sing
- Dr Manima 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)

Australian ClinicaLabs PATHOLOGY Opening Hours 7.30am-5pm Monday to Friday 7.30am-4pm Saturday 9am - 1 pm Sunday



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



#### **APPOINTMENTS**

All consultations and procedures are on an appointment basis. Reception staff must be notified or 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@hampteadhealth.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