

*Riverside Family Practice
15 Richmond Street, Casino NSW 2470*

www.riversidefp.com.au

*Dr Cathryn Amey
Dr Harriet Raleigh
Dr David Stephenson*

Tel: 02 66627711

Email : reception @riversidefp.com.au

Office Hours: Weekdays 8.00 am – 6.00 pm



Our Mission Statement -

We aim to provide high quality comprehensive medical care.

Riverside Family Practice is an Accredited Practice with QPA

After Hours

Any **emergency** – **call triple zero 000**

After Hours medical advice – call **Health Direct** on 1800 022 222

a Registered Nurse will triage your call and assist you further

Appointments

The surgery uses an appointment system. The Practice now uses HotDoc for online appointments. You can download the HotDoc app on your mobile device or visit the Practice website-riversidefp.com.au and follow the prompts.

Routine appointments are 10-15 minutes (Level B consultation).

Long appointments are > 20 minutes (Level C consultation) need to be booked in advance – to deal with one problem at length or a number of issues.

Telehealth appointments are available if you have been seen at the surgery within the previous 12 months. Only level B consults are available over the phone.

The billing arrangements are the same for in person consults.

Missed appointments Appointments are valuable. Please notify us if you cannot attend for an appointment. If no contact is received, then you will be billed for the appointment

Medicals Pre-employment medicals will only be booked for regular Practice patients and must be booked through the Nurse there is no Medicare rebate for Medicals and fees must be paid on the day

Home visits

The Practice can arrange Home Visits for regular patients of the Practice who are unable to get to the surgery due to illness or infirmity. Please discuss this option with your doctor.

Urgent Problems are dealt with promptly. When you phone the surgery, please tell us if you need urgent assistance.

Nursing homes

Dr Amey regularly visits all the residential care facilities in Casino

Fees and Billing Arrangements

Our consultation fees are displayed at Reception. This Practice **does not routinely bulk bill except children, Students, Pension and Health Care Card holders.**

EFTPOS and credit card facilities are available. Your **Medicare rebate** can be processed here on the day using the Easyclaim system.

Veterans Affairs card holders have their accounts directed to the Department.

Workcover accounts need to be paid at the time of consultation until the claim has been accepted. Then the accounts will be sent directly to the insurance company.

Medicals – there is no Medicare rebate for medicals and fees must be paid on the day.

Forms eg Centrelink, Workcover, Drivers Licence Renewals, Disability parking etc -- may NOT be left for the doctors to complete. They MUST be completed in a consultation; additional time may be required during the consultation and therefore a long appointment or a second consultation may need to be booked

Scripts

For all repeat prescriptions it is necessary to make a (timely) appointment with your doctor. If you are taking regular medications we recommend booking an appointment well in advance to avoid running out of medications.

Results

Your doctor will advise you at the time of your consultation how to obtain the results of any tests ordered. You may require a further appointment.

If you are calling the Nurse about results then please call between 2-4pm.

Patient health information

The Practice has a Policy to manage the health information we collect. This Policy explains how personal and health information is collected and used by our practice. The Policy protects patient privacy and complies with the privacy Act 1988. A copy of the full policy is available on our website and also a hard copy is available at reception.

Chronic Disease Management

Riverside clinicians are expert at managing chronic health problems such as diabetes, asthma, depression, heart disease and are familiar with all government initiatives to assist with this eg: GP Management Plans.

Health Assessments

There are a number of Health Assessment available under Medicare initiatives and these are Bulk Billed.

We offer annual health assessments for all those 75yrs or over.

You may be eligible for a one off 45-49yr health assessment.

Aboriginal and Torres Strait Islander Health Assessments are available on an annual basis.

Medical students (doctors in training)

Riverside Family Practice is committed to providing education for our future doctors and hosts medical students (trainee doctors) at intervals through the year. If a trainee is visiting the Practice then there will be a notice at reception. You will be asked permission for the trainee to be present during your consultation. Confidentiality is a high priority and is always maintained. If you prefer the trainee not to be present (for whatever reason) then of course we will respect your wishes.

Services available include

Healthy Lifestyle Education

Mental Health Care, including Mental Health Treatment plans

Chronic disease management

GP Management plans

Health Assessments

Asthma education

Travel health

Immunisations

Child health

Women's health

Sexual health

Men's health

Employment medical

Driver medicals

End of Life care

Procedures-

Minor excisions

Implanon insertions

Wound care

Feedback

We welcome feedback and always strive to improve the patient experience.

Despite our best intentions, though, complaints may arise.

Our Practice deals with concerns promptly and with understanding to reach a resolution.

You may speak with our Practice nurse or write to the Practice manager with your concerns.

The Complaints Commissioner can be contacted on 02 9219 7444 or 1800 043 159 if necessary.