

Riverside Family Practice

15 Richmond Street, Casino NSW 2470

www.riversidefp.com.au

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Office Hours: Weekdays 8.00 am – 6.00 pm



OUR MISSION STATEMENT:

We provide a comprehensive family medical service – quality care in a friendly environment.

Riverside Family Practice is an Accredited Practice with General Practice Accreditation

After Hours If it is an **emergency** - if your injury or illness is critical or life threatening call triple zero 000

To speak to a registered nurse call Health Direct on 1800 022 222

Confidentiality is a high priority and is maintained at all times.

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. Walk in appointments will be triaged as appropriate.

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

Telephone consults are available for regular patients who have been seen in the Practice within the past 12 months.

Normal billing arrangements apply.

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.

Forms eg Centrelink, Workcover, Drivers Licence Renewals IPTAAS etc. These forms must be completed at the time of consultation; additional time may be required during the consultation to complete forms and therefore a long appointment or a second consultation may need to be booked.

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

Surgery Facilities

Wheelchair and ambulance access is available.

Fees and Billing Arrangements

Our consultation fees are displayed at Reception. This Practice **does not routinely bulk bill except children and students.**

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.

Scripts For all repeat prescriptions it is necessary to make a (timely) follow-up appointment with your doctor in order to assess your condition. Don't leave this until last minute. If you are taking regular medications you need to be organised to avoid running short or running out completely.

Home Visits

Requests for house calls for regular patients of the practice who are unable to get to the surgery, due to infirmity or illness, may be discussed with your doctor.

Nursing Homes Dr Amey regularly visits all the Nursing Homes \Residential care facilities in Casino.

Patient Health Information is managed according to the Australian Privacy Principles

We have a wide range of brochures available for you regarding all aspects of healthcare. The information is evidence based and complies with the AMA Code of Ethics.

Services available include-

Medicals
Mental health care
Chronic disease Management
GP Management Plans
Health Assessments
Sexual health advice including contraception, Implanon, STI checks , pregnancy

Complaints Policy Despite the best intentions complaints may arise.

Our practice deals with complaints in a courteous and understanding manner.

The Practice Nurse is responsible for receiving complaints and referring the complaint on to Practice Management .

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

Results

Your Doctor will advise you at the time of your tests how to obtain the results – you may require a further appointment.

Contacting You Doctor

You may contact your doctor by telephoning during normal surgery hours. A message will be taken when doctor is with a patient and every effort will be made to return your call during or after surgery. **Urgent calls**, of course, will be put straight through.

Emails received will be placed in your Doctor's inbox to review.

Medical examinations eg for pre-employment

will only be provided for regular practice patients – and must be booked through our Practice Nurse.

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

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

Other Health Assessments including Aboriginal and Torres Strait Islander Health Assessments are available.

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 maintained at all times. If you prefer the trainee not to be present (for whatever reason) then of course we will respect your wishes.

Closing the Gap

Travel health advice

Minor surgical procedures

Wound care \dressings

Asthma education

Bp \weight checks

Healthy lifestyle education