

## Patients' Rights

We encourage our patients to participate in all decisions about their health care.

## Services Available

Our practice provides a comprehensive general practice service. In addition to the routine services traditionally expected of General Practitioners, we provide many other services. Some of these are listed below.

**General Medical Practice:** Diagnosis and management of short-term illness; E.C.G.; Immunisations; Insurance medicals; Cryotherapy; Minor operative procedures; Pre-employment and medical examinations; Care in hospital and nursing home; Marital, family and relationship counselling; Bereavement counselling; Stress management; Monitoring of chronic illness; Sports injuries and Q-Fever Vaccinations.

**Women's Health:** Routine gynaecological and breast examinations; Family planning; Pregnancy testing & care.

**Pap Smear & Antenatal Clinic:** To provide an option for our female patients requiring an appointment out of hours, for a Pap smear or antenatal visit, our midwife Melinda is available for appointments from 5:00pm to 7:30pm on every second Monday evening. Melinda will also be available for Pap smears on Thursday mornings. All patients will be charged a \$26.00 fee for the Pap smear clinic with Melinda, it cannot be claimed from Medicare. A Pap smear with a Doctor should always be booked as a double appointment. This fee will come under a different fee structure and may vary.

**Family Related Issues:** Adolescent health issues, Behavioural, Developmental & Parenting issues.

**Childhood Immunisations:** Immunisation is a simple, safe and effective way of protecting children against certain diseases. We provide information on the current Australian standard childhood immunisation schedule and vaccinate accordingly.

## Interpreter and Communication Services

This service is available upon request with reception. If you require any special communication services please notify us in advance and we can arrange these prior to your consult.

**Travel Medicine:** Our surgery is a vaccination centre for Yellow Fever. We have a web page linked to the Travellers Medical and Vaccination Centre website. For information on travel medicine, consult with your doctor.

**Health Promotion/Clinics:** Healthy nutrition; Weight reduction; Smoking cessation; Sexual health; Over 75 years medicals; Asthma Education and 24 hour BP monitoring

**Repeat Prescriptions:** Prescriptions for continuing medications require a consultation or you will be offered a '5 minute duty doctor' appointment on the day. A fee may be payable for any paperwork processed by the doctor without a consultation.

**Recall & Reminder Programs:** We have a large range of recall and reminder registers available including PAP smears and Immunisations. Please discuss with your Doctor if you would like to be included on any of these recall registers

**Results:** Patients are welcome to phone in for test results after 10.30 am. **Reminder:** Staff cannot give your results to anyone else unless we have written authority.

## Visiting Specialists

Dr Jennifer Dunlop	Cosmetic Physician
Dr Rajesh	Orthopaedic Surgeon
Dr Matthew Nott	Orthopaedic Surgeon
Dr Joseph Elbeaini	Gynaecologist
Dr Adrian Fernandez	General Surgeon
Dr Graham Magarry	Gastroenterologist
Dr Muhummad Choudhry	Geriatrician
Sapphire Coast Physiotherapy	Physiotherapy
Cardio First	Cardiology Service
Mr Tony Nassar	Life Coach
Dr Frahm Jensen	Vascular Surgeon
Dr Alasady	Cardiologist
Dr Metti	Sleep & Respiratory
Bloom Hearing	Audiology

**Please note: Checking in at the front counter is a necessity for all patients, their visitors and for those who are attending appointments for the Allied Health Services provided at the premises. If you are accompanying a patient, then we need to know you are in the building in case of emergencies and evacuation.**

# The Bombala Street Surgery

62 Bombala Street, Cooma NSW 2630  
Ph: (02) 6452 5888 Fax: (02) 6452 4868

**Dr Hamish Steiner** MBChB; FRACGP

**Dr Ruby Curtis** MBChB; Dip Obs, FRACGP

**Dr Michelle Andrews** MBChB;BSc;FRACGP; Special interest: Fertility and IVF.

**Dr Kylie Fardell** BMBS (HONS); FRACGP MSP MED BSC; Special interest: Anaesthetics

**Dr Joanna Copland** MBBS; BMedChem Adv (HONS); FRACGP; DRANZCOG (Adv); DCH; Special interest: Obstetrics.

**Dr Domic Manassa** MBBS, BMedSci (HONS) FRACGP

**Dr Emily Whitelaw** MBBS, BMedSci FACRRM, DRANZCOG (Adv), MPHTM

**Dr Georgie Girdler** MBBS DCH DRANZCOG, B Arts (Psych)

**Dr Bharat Jain** MBBS

**Dr Neeta Jain** MBBS MS (OBG) MRCOG (DRANZCOG)

**Dr Annabelle Cellose**

**Dr Samuel Chadderton**

**Dr Angelina Che**

## Support Staff

Toni Williams	Practice Manager
Fiona Richards	Receptionist/Secretary
Cathy Savage	Receptionist/Secretary
Tammy Filmer	Receptionist/Secretary
Leah Dyball	Receptionist
Belinda Dwyer	Receptionist
Stefanie Storey	Receptionist
Melinda Davis	Midwife Educator, RN
Ruth Pate	Registered Nurse
Suzy Parsons	Registered Nurse
Jill Gotts	Registered Nurse
Neroli O'Neill	Registered Nurse
Tania Turner-Mann	Registered Nurse
Kelly Winn	Registered Nurse/EPCs
Giovanna Henkel	EN

## Welcome To Our Surgery

We are all here to help make your visit as pleasant as possible, so if you have any queries or suggestions, please approach one of the staff. Our Nursing Sisters are also able to help with a large range of treatments including dressings, immunisations, ECGs and general first aid.

## Surgery Hours

Monday	8:30am – 7:00pm
Tuesday to Friday	8:30am – 5:30pm
Weekends & Public Holidays	CLOSED

## Appointments

Our standard appointments are 15 minutes long. If you require more time, please book a longer appointment. On any day we may offer 5-minute duty doctor appointments, however these appointments may not be with your usual doctor. These appointments open at 8.30 am each day, according to availability. You must call at 8.30 am for this type of appointment.

## Delays

Delays may be experienced with appointments if the Doctor is held up with unexpected Clinic or Hospital commitments. Please ask at reception for updates on delays if waiting time is longer than 15 – 20 minutes. Patients are also welcome to call in to check if the doctor is running to time or not.

## Cancellations

Please try to give us 24 hours notice if you wish to cancel an appointment, so we can book another patient in who needs to be seen. Please note if you do not ring with your cancellation a fee may be applicable.

## Consultation Fees– as at 1<sup>st</sup> January, 2022

Medicare Item No:	Standard	Discount
3 Short Appt	\$ 44.00	\$34.50
23 Standard Appt	\$ 78.00	\$64.00
36 Long Appt	\$124.00	\$107.00

## Non claimable items

Theatre Fee	\$ 35.00	N/A
Pap Smear with Midwife	\$ 26.00	N/A

Other types of consultations are available and prices are available on request. Patients who hold a Health Care Card, Pension or Concession Card will be bulk billed. Bulk billing is also available for Veteran Affairs cardholder's (Gold Cards & White Specific).

Payment is expected on the day. The practice accepts cash and EFTPOS. Accounts are not normally available, but in emergencies, we will arrange something for you. If you have difficulty with payment, please discuss this with the Practice Manager or your Doctor.

## Training

We are a training practice with Royal Australian College of General Practitioners which means that every 6 – 12 months we employ training Doctors from the college.

Also, in conjunction with the Australian National University and University of NSW, we have medical students attending the surgery and sitting in on consultations. Patients are asked as they check into reception if they mind the student sitting in.

## Telephone Calls

Your call will not be put straight through to the Doctor, it will be put in a message for the Doctor to call you.

**Reminder:** Our surgery phone number may show as a blocked/private number when we make contact with you.

## After Hour Services

We try to look after our patients at all times of the day and night. When the surgery is closed, and in the case of an emergency, dial 000 immediately. There is always a Doctor on call at the Cooma Hospital or contact Health Direct on 1800 022 222.

## Home Visits

These are made when social or medical needs dictate. Our Doctors also visit the Cooma Hospital and the Aged Care facilities in Cooma on request.

## Referrals

If you wish to be referred to a particular specialist or service, you are required to see one of our Doctors who will facilitate this process.

## Quality Improvement

We are participating in the Australian Government's quality improvement program, working with our local Primary Health Network, Coordinare. This includes sending our de identified practice data to Coordinare. Data is de identified to protect your privacy however if you would like to opt out please advise reception.

## The Privacy Amendment

(Private Sector) 1CT 2000

In relation to the above Act, we have in place a comprehensive Privacy Policy, which outlines the strict guidelines that we follow for the collection, storage and use of your medical and personal information. It is displayed in our waiting rooms, and is available at reception. If you require any further information, please speak to our Practice Manager.

## Parking and Accessibility

Parking is available at the rear of the surgery. There are two disabled parks at the front of the surgery, with wheelchair access to the surgery entrance. For safety reasons, please follow the entry and exit signs. A wheelchair is available - please ask for assistance. A separate play area is available for children inside the surgery.

## Problems or complaints

Should you have a problem or complaint, please feel free to discuss this with the Practice Manager or your Doctor so steps can be taken to remedy the situation. However, if you feel the problem is greater you may wish to take it up with an outside body, the address is:

*Health Care Complaints Commission  
Locked Mail Bag 18,  
STRAWBERRY HILLS NSW 2012  
Or Phone: 02 9219 7444*

CONTACT NUMBERS TO REMEMBER

**EMERGENCY: Dial 000**

Bombala Street Surgery 6452 5888

Cooma District Hospital 6455 3222

Police/Ambulance/Fire Brigade 000

Health Direct 1800 022 222