

## Fees

Windmill Practice is a privately billing practice. Fees and charges are clearly displayed in the reception area. Payment at the time of consultation is required. We accept cash, cheque, visa, mastercard, or EFTPOS. We are registered with Medicare Online. Please register your bank details with Medicare so your claim can be processed on site. There is a \$40 non attendance charge for appointments missed with inadequate notice.

## Record Keeping

Windmill Practice keeps all patient records electronically. Paper documents are scanned into the patient file and shredded. Clinical notes are only accessed as necessary, by clinicians involved in patient care.

## Suggestions/Complaints

At Windmill Practice we are committed to providing high quality medical care and if you are unhappy we would like to know about it. Suggestions, concerns and complaints can be discussed with your doctor or the practice manager. You may prefer to write to us or use our suggestion box.

If you are not satisfied or your complaint cannot be resolved within the Practice, you may wish to contact the Health Care Complaints Commission at Locked Mail Bag 18 Strawberry Hills NSW 2012.

## Telephone Interpreter Service

For translating and interpreter services phone: 1300 131 450

## Opening Hours

**Monday to Friday**

8.30am to 5 pm

**Saturday**

9am to 12md

## Emergencies & After Hours

For medical emergencies dial **000**

After hours GP helpline:

**1800 022 222**

The Emergency Department at Tamworth Regional Referral Hospital can be contacted on 67677435.

The Windmill Practice after hours contact number is: 045 965 8300. This number is provided to enable support for specific situations such as palliative care and nursing home patients. Individual needs should be discussed with your GP.



**Windmill**  
PRACTICE

*continuity of care....*

Practice  
Information



### Windmill Practice

34Verdelho Drive  
Windmill Hill  
Tamworth NSW 2340

Phone: 02 6761 8300

Fax: 02 6761 8333

E-mail: [info@windmillpractice.com.au](mailto:info@windmillpractice.com.au)

Web: [www.windmillpractice.com.au](http://www.windmillpractice.com.au)

Mail to: PO Box 1884 Tamworth 2340

34 Verdelho Drive

Tamworth 2340

**Tel: (02) 6761 8300**  
**Fax: (02) 6761 8333**

## Windmill Practice Doctors

Dr Heather Carr, MBBS FRACGP

Dr Louisa Badenhorst, MB ChB FRACGP

Dr Aradhna Khanna, MBBS FRACGP

## Appointments

Standard appointments are 15 minutes. Some services, such as health assessments, care plans and work place medical examinations require longer and will often require an appointment with the nurse as well as the doctor. Please advise the receptionist so that adequate time can be allocated.

For continuity of care please request your usual doctor when making appointments. Several appointments are reserved each day for urgent medical matters. To access these appointments please ring in the morning between 8.30 and 9.15 am.

Our doctors try to run on time, but due to the complexity of some medical issues there will be times that delays are unavoidable and your patience is requested.

Most consultations are best provided within the practice with full access to records, equipment and support staff.

Visits to residential care facilities are provided and when appropriate, home visits can be arranged for special circumstances such as palliative care.



## Reminder System

If you have provided a current mobile phone number and consent, you will receive a text message reminder about your appointment the day before, however you should not rely on this message as an alternative to your diary.

Windmill Practice will promote prevention and early intervention to optimise health outcomes. As part of the registration process at Windmill Practice you were asked for consent to receive reminders. If you gave consent, you may be sent reminders about recommended preventative health measures. When you visit our practice you may also be reminded about recommended screening tests.

## Immunisation

Childhood vaccines are provided by the government and childhood immunisations are bulk billed through Medicare. Travel medicine is complex and vaccines are expensive, so not routinely stocked. If you plan to travel overseas it is recommended that you make an appointment with your GP several weeks, preferably months before travel to ensure that your travel health care needs are provided for adequately.

## Health assessments and care plans

Care planning is available for patients who have chronic conditions and these plans will be bulk billed. Government funded health assessments are available for specific patient groups. The nurses and doctors adopt a team approach to provide high quality care to best meet your needs.

## Test Results

Pathology results can take 2-30 days to come back. Patients are advised to call the practice for pathology results. Please phone between 12.30 pm and 1 pm or 4.30 pm and 5 pm to speak with the practice nurse. If they are unavailable, they will return your call, usually at the end of the day. Pap smear results will be mailed out to you. We recommend that you book a follow up appointment with your GP if you have an x-ray or scan.

## Referrals and scripts

Referrals and prescriptions are integral components of medical care and are best provided in a setting of consultation and review. In most cases a standard consultation with your usual GP is necessary. Script clinics are available for routine, repeat prescriptions. Patients who use a webster pack for their medicines should be seen by their GP at least every 3 months and requests for scripts without medical review will be declined. Replacement scripts and referrals may be provided, at the discretion of the GP. (\$15 fee)

## Communication

GPs are busy during the day and do not have time to take phone calls. All clinical queries are triaged by the practice nurse. If the nurse is busy when you call, they will be sent a message and return your call when they are able which may be at the end of the day.

*continuity of care....*