

Fees

Windmill Practice is a privately billing practice. Fees and charges are displayed in the reception area. Payment at the time of consultation is required. We accept cash, cheques, visa, mastercard, or EFTPOS.

We are registered with Medicare Online and EzyClaim which allows for an instant rebate. Please ensure that Medicare have your current bank details to ensure that your claim can be paid. There is a \$40 non attendance charge for appointments missed without adequate notice.

Record Keeping & Privacy

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. Your information is not shared without your consent.

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 urgent medical queries and other special situations such as palliative care and nursing home patients. Individual ongoing needs for after hours care 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

Web: 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 Marivi Allaga, MBBS

Dr Janice Cudmore, MBBS

Dr Thiri Naing, MBBS

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.

Telephone consultations are sometimes available for regular patients of the practice who have been seen face to face within the preceding 12 months. Phone consultations are usually privately billed; occasionally they are bulk billed and your consent is needed for this. Please check details with reception staff. Appointments can be booked online using **HotDocs**—please note that long and complex appointments should be **booked by phone**.

Reminder System

Windmill Practice promotes prevention and early intervention to optimise health outcomes. With your consent we can communicate with you via SMS. This can include:

1. Appointment reminders
2. Clinical reminders
3. Clinical communication
4. Health awareness

If you provide the practice with consent you may be sent information about preventative health measures and screening programs for which you are eligible.

Immunisations

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. Speak with your nurse or doctor to find out more about other immunisations including shingles, influenza, pneumonia and COVID-19 vaccinations.

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 and scan results can take several days to come back. The GP checks the results and advises the nurse or admin staff if follow up is recommended. Patients are welcome to call the practice and speak with the practice nurse about their results. If they are unavailable, they will return your call. The GP often asks for an appointment to discuss results—this does not mean that the results are serious, but that the GP would prefer to discuss them with you in person.

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-\$25 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....