

Purpose

Port Macquarie GP Super Clinic (PMGPSC) aims to serve its patients by:

- Improving access to quality preventative care.
- Providing evidence based and patient centered management of disease.
- Integrating health care including nurses and health workers, allied health, specialists and GPs, for the benefit of patients.

PMGPSC acknowledges funding from the Federal Government's GP Super Clinic Program.

The Practice Team

Practice Manager Louise Benstead

Doctors

Dr Kristy Kostalas	Dr Tenell Holborow
Dr Jonathan Barnett	Dr Anna Malone
Dr Ella Aston	Dr Hieu Tran
Dr Hope Bouwer	Dr Nicholas Hirst
Dr Kaitlyn Hansen	Dr Claudio Alarcon
Dr Jasmine Henderson	Dr Hilary Stevenson
Dr A Vethanayagam	

Operations Manager

Megan

Senior Admin Officer

Abbey

Administration

Amy, Hayley,
Jeannine, Roslyn
Genevieve, Kate, Julie,
Cate

Nurses

Christine	Maxine
Bruce	Tina

Allied Health Professionals:

Physiotherapy

Rehab Pilates

Exercise Physiology

Pathology

Podiatry

Diabetes Education

Dietician

Social Worker

Psychology

Services

PMGPSC is equipped with state-of-the-art medical equipment to assist in providing quality preventative care and disease management.

Hours

At present our opening hours are:

Monday	8am - 5pm
Tuesday	8am - 5pm
Wednesday	8am - 5pm
Thursday	8am - 5pm
Friday	8am - 5pm
Saturday	Closed
Sunday	Closed

After Hours Care is provided by calling the clinic on 02 6584 4544 and you will be directed to the on-call doctor. A fee of \$75 applies. Alternatively, you can attend Port Macquarie Base Hospital, Wrights Rd, Port Macquarie, or phone them on 02 5524 2000.

Appointments

Telephone the clinic or book online through our website to make an appointment with your regular doctor or allied health professional. Long appointments are available. Please ask reception staff how much time your doctor allocates for appointments to see if a standard consultation time is enough. Please advise if you need to book for a longer appointment. This will be double the standard time. Some appointments are kept available for patients to book on the day.

First appointment:

A first appointment requires substantial paperwork. It is requested that patients attend the Clinic 10 minutes prior to their first appointment. Often your history will need to be obtained from other doctors and you will be asked to return once this has been obtained. Nobody likes to be kept waiting and we are all aware of this and try to adhere to appointment schedules.

However, the unpredictable nature of a medical practice means that doctors sometimes run behind time. This is mostly due to a patient requiring urgent medical attention. We sincerely regret any inconvenience caused to patients when we fall behind with our appointment schedule.

We would really appreciate if you no longer need your appointment if you would telephone to cancel so another patient can book the appointment.

Online Appointments

You can now book GP appointments online via our website: www.pmgpsc.com.au or on your smart phone using the HotDoc app. If your doctor does not appear on the available list, please call the clinic to make an appointment.

Test Results/Repeat Prescriptions/Referrals

In order to monitor your health and fulfil our professional and legal responsibilities we require that you attend your doctor (or one of the other doctors in the practice if your usual doctor is not available) in order to receive test results, or to obtain a prescription.

If you are unable to attend a specialist appointment or test that your health care provider has referred you for, we require that you return to see your health care provider to discuss alternative arrangements.

Communication Policy

It is our practice policy that doctors do not take phone calls from patients or return patient's phone calls. If a patient needs to speak to a doctor they must make an appointment to come in and see their preferred doctor.

Disability Facilities

This practice is designed for wheelchair access. We have a wheelchair available if required. Should you have special needs, please discuss them with your doctor. We also have a wheelchair height desk area for easier access to our receptionists and wheelchair toilet facilities.

Car Parking

For your convenience ample car parking is located in the grounds of the Clinic.

Translating and Interpreting Services

These are available through this practice. Please inform reception if you require any of these services.

On Site Pathology

For your convenience, all blood tests and other forms of pathology can be collected by the onsite pathology collectors.

Reminder/Recall System

You may be reminded to attend the clinic for an appointment if your health care provider feels that it is appropriate. This is an important for continued care following clinically significant or abnormal test results and a way for us to remind you about preventative care.

Fees & Billing Arrangements

One way of increasing access to quality health care is by reducing costs to patients as much as possible.

Bulk Billing is offered for all Medicare rebatable GP consultations to all patients who hold a Medicare card and live in the local postcode area or hold a Centrelink concession card, DVA card, are 15 years and under or are Indigenous Australians. Otherwise fees may apply. Please see list of fees in reception area.

Medicare does not cover some services such as WorkCover, pre-employment medicals, commercial driving medicals, scuba diving medicals, iron infusions etc. Fees will apply for these services and payment is required by the patient at the time of consultation and can be made by cash, EFTPOS, MasterCard/Visa.

No Smoking Policy

Smoking is not permitted in the clinic or anywhere in or around the building.

Mobile Phones

Please turn all mobile phones off or switch to silent whilst in this clinic. Please be aware that talking on the phone is disruptive to other patients. We ask that you take the call outside the clinic. Calls should not be answered during a consultation.

Your Privacy

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We use the information you provide to manage your personal health care. We generally disclose selected information to various other health services involved in supporting your health care management (e.g. pathology).

If you have any questions about how we handle your personal health information or need to arrange access to your records, please contact the Practice Manager or your doctor, as appropriate.

Self-Check In

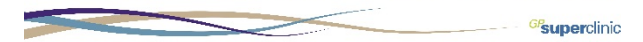
We have introduced a self-check in kiosk for you to check in for your appointment for those who don't wish to give personal details at reception.

Patient Feedback

Our goal is to provide a quality, caring service. We also want it to be a pleasant place for staff and patients. If you have any concerns or suggestions feedback forms are available on the reception desk. Alternatively, you can phone or write to our Practice Manager or your health care provider. We genuinely wish to hear from you.

We believe that problems are best dealt with through the practice. Indeed, we want to know if you are concerned about any aspect of our service. However, if you feel there is a problem you wish to take outside, you may prefer to contact Health Care Complaints Commission at Locked Bag 18, Strawberry Hills NSW 2012. Phone 9219 7444.

PORT MACQUARIE GP SUPER CLINIC



*Preventing disease and
its complications*

Port Macquarie GP Super Clinic

PATIENT INFORMATION

p: 02 6584 4544

f: 02 6584 4633

***Book Appointments
Online***

www.pmgpsc.com.au

Postal Address

PO Box 5477

Port Macquarie 2444

Clinic Address

38 Clifton Drive

Port Macquarie