



PORT SORELL MEDICAL CENTRE

Dr Angela Peduru-Arachchige 2386824F
Dr John Lenton 010729KJ
Dr Okpachu Mark Echikwonye 5338491A
Dr Chathura Wickramasinghe 6149041W
Dr Joshua Perrett 6128954F
Dr Seyedamin Hashemi 6553991H

81 Club Drive
Shearwater, Tasmania 7307
Telephone: (03) 6428 7720
Fax: (03) 6428 7736
ABN: 72 284 057 045
www.psmmed.com.au

Email: practicemanager@psmed.com.au

Practice Information Sheet

Port Sorell Medical Centre is a privately owned and operated, accredited General Practice offering a broad range of general health services including preventative health, chronic disease management, mental health management and support, minor procedures, and medical appointments.

The Centre was established in 2003. We moved into brand new, purpose-built premises in June 2009, sited next to a childcare centre and aged care facility, with extensions completed in 2012 to accommodate our growing Practice.

In 2018 we were awarded The Royal Australian College of General Practitioners Tasmanian Practice of the Year.

Practice Hours

Monday – Friday: 8.30am to 5.15pm, with telephone coverage from 8.00am to 5.30pm
Saturday: 9.00am to 12.30pm for urgent appointments only
After Hours: Advice and consultations are available by phoning GP Assist on 1800 022 222
Emergency: Please call 000 for Ambulance, or attend Mersey Community Hospital Emergency Department

Appointments

Appointments can be made by phoning Reception on 6428 7720 or online via HotDocs.

Please make a separate appointment for each family member required to be seen, even if seeing the same doctor.

How Long Do I Need? Please advise at time of booking if possible

Standard Consultation

One issue to discuss
Repeat Prescriptions
Referrals
Test Results
Medical Certificates

Long Consultation

If you would like more time
Two or more issues to discuss
Counselling/Mental Health Issues
Worker's Compensation
Ear Syringing
Telehealth with Specialist
Cervical Screen
Skin Check

Consultation Including Nurse

Medicals, including Driver's Licence
Health Assessment/Care Plan
Procedure/Removal
Dressings/Removal of Sutures
Children's Immunisations

NB: this is not an exhaustive list, please contact Reception if you are unsure of what type of appointment to book

Every effort will be made to accommodate your preferred time and GP. Emergencies will be given priority and our reception staff will endeavour to contact you to advise of any unforeseen delays, however this is not always possible.

Please arrive on time for your appointment. If you are late the doctor may not be able to see you.

Appointments may be available on the day if you are ill or injured. Please call Reception from 8.00am weekdays and 9.00am Saturdays to book.

Urgent Medical Attention

In the event of a medical emergency, if life threatening, please contact 000 to request an ambulance straight away. Contacting the practice in a life-threatening emergency may delay the appropriate medical care arriving and being given.

When in attendance, our practice can manage your care in a medical emergency. Medical emergency care is prioritised in our appointment system. Care may relate to management of your clinical needs until an ambulance arrives or alternative arrangements for continued care are in place.

Cancellations and Missed Appointments

As a courtesy to the doctor and other patients, please provide as much notice as possible if you are unable to keep your appointment. Missed appointments may result in a Non-Attendance fee, which is not claimable from Medicare. At present this fee is \$55 including GST.

Fees and Billing Arrangements

Port Sorell Medical Centre is committed to delivering our patients the highest quality in health care. To enable us to do this, our services are privately billed. We accept cash, cheque, EFTPOS, and most major credit cards. Please note Saturday appointments attract a higher fee.

Full payment is required at the time of service. Medicare rebates can be claimed at the time of payment and reimbursed to you either immediately via our Tyro electronic claiming system, or overnight with Medicare processing your refund into your nominated account listed with them.

A schedule of our fees can be obtained from Reception Staff.

Our Practice offers Bulk Billing to DVA Gold Card patients; Pension Card and Commonwealth Seniors Card Holders and to children (up to 16 years of age) of Health Care Card Holders.

Fees to cover consumables (for example: multiple dressings and travel vaccines) may be invoiced. Please discuss this with Reception. We will inform you of any out-of-pocket expense where possible prior to these appointments.

The following services are not covered by Medicare, and may require payment in full at time of appointment:

| | |
|------------------------|---|
| Workers Compensation | Travel Advice |
| Pre-employment Medical | Services for patients who do not hold a Medicare card |
| Insurance Medical | Commercial Driver's Licence Medical |
| MAIB Consultations | Aftercare following procedure done through private system |

Telephone Consultations/Communication

Following changes introduced by Medicare during the Covid-19 Pandemic. Telephone and video consultations are subject to the same privacy policies as face-to-face consultations. Therefore, you will be required to confirm your identity, provide consent, and have these performed in a place which ensures your privacy and confidentiality. We are currently able to offer telephone and/or video consultations to patients who meet the following criteria:

- the patient has had a face-to-face appointment with the consulting doctor in the previous twelve months
- no patient may have more than two consecutive telephone consultations with any doctor/s

Most problems are best dealt with in consultation. If you require information, our friendly reception staff will pass your request on to the relevant person. Due to your privacy and that of others, it is not our practice policy to interrupt your doctor during consultations for routine requests. Instead, we will relay a request detailing relevant information, with a request for them to return your call.

In the event of a medical emergency, if life threatening, please contact 000 to request an ambulance straight away. Contacting the practice in a life-threatening emergency may delay the appropriate medical care arriving and being given. Where your request is not a life-threatening emergency, our reception staff are experienced in assisting you and directing you in the appropriate manner. Practice nurses are made available to assist with your medical concerns.

New Patients

Port Sorell Medical Centre is pleased to accept patients who are new to the Port Sorell area. We are also able to organise the transfer of your records from your previous practice.

Visiting Patients

Port Sorell Medical Centre welcomes patients who are visiting the Port Sorell area from interstate or outside the Northwest Coast. These patients will be charged for their consultation, with Medicare rebates claimable.

Cultural awareness

Our practice has policies to ensure culturally appropriate care is given to all our patients. To assist us, we encourage patients to self-identify their cultural background. We also ask for this information on our New Patient Registration Forms, and at the time of consultation where indicated.

Test Results

Is it your responsibility to ensure you have all tests performed that are requested by your doctor, and to follow-up any Pathology or Radiology results after. Results are generally available within a week of any tests, so please book a results appointment in a timely manner.

Your doctor may contact you prior to your booked appointment if your result is abnormal or requires urgent attention, however, do not assume your result is normal if this does not occur. Please also be aware that normal results may still require further testing and/or referral to specialist.

Reception staff are unable to interpret or provide any results (exception being for Cervical Screenings).

Repeat Referrals and Scripts

Doctors providing referrals to specialists and prescriptions are responsible ethically and legally to ensure these are correct and warranted, therefore, a consultation with your doctor is necessary.

Please be advised it is your responsibility to ensure your specialist referrals and scripts are up to date. We may not be able to accommodate any last-minute requests for appointments for repeat referrals or repeat scripts. Medicare does not permit back-dating of referrals. Repeat prescriptions can be requested through Hotdocs, and a private fee paid which is not covered through Medicare. Terms and conditions apply to all requests for prescriptions. Speak to our reception staff for full details.

Home Visits

Home visits for acutely ill or infirm patients are not routinely available. Please feel free to discuss with Reception or your doctor if you feel a home visit is required. A decision can then be made on your request if your location is within a reasonable distance, of the practice, within a 5km radius.

Travel Advice

We can assist you with travel advice and immunisations. These appointments can be complex with paperwork and discussions regarding destinations and previous immunisation history.

Ideally, appointments should be made at least six weeks prior to travel to allow sufficient time for your body to respond to any vaccines that may be needed. Where possible, vaccines can be arranged to be given the same day. Vaccines given from the Practice's private stock, are given at the cost to the patient, which is payable on the day the vaccine is given.

Where private vaccines need to be purchased from your chosen pharmacy, it is important to know that these vaccines have strict requirements for storage to ensure they maintain their effectiveness. Please do not purchase and store vaccines in your personal fridge. Purchase vaccines just prior to attending your appointment and give these straight to the reception on your arrival. Where you are unable to do this, you can purchase and deliver before your appointment or ask your pharmacy to deliver your vaccine to the practice on your behalf.

Please be advised consultations for travel advice are not claimable through Medicare, therefore no rebate is payable.

Translating and Interpreting Services

Translators and interpreters, including for patients with speech or hearing difficulties, can be arranged. Please advise Reception at time of booking if you require these services. If you choose to bring a family member or friend for the purpose of translating, we ask you to consider your privacy, the possibility of miscommunication of information given, or the possibility of causing discomfort between family members and friends, when electing to do this.

Getting the most out of your appointment

There are several things you can do to maximise the benefits of your consultation

- Write a list of the things you wish to discuss, and hand to your doctor at the start of your appointment.
- Make a longer appointment to allow time for multiple issues or concerns to be discussed.
- Check your scripts prior to your appointment to ensure you do not run out of any medication.
- Ask the doctor to write down any specific directions about which you may be unsure.
- At the end of the consultation, be clear whether a follow up appointment is required.

Please be aware it is not always possible to attend to everything in one consultation, and you may need to make a further appointment.

Clinical Reminder System

Our practice is committed to preventative care. The doctors will include you on our database for reminders for chronic disease care plans, cervical and breast screening, immunisations, and other preventative health care issues. We will provide you with this service, on your consent, via SMS, or letter so that you can make the appropriate appointment arrangements. If you do not wish to be part of this system, please let your GP know, or you can elect to “Opt-out” by selecting the link in the received reminder.

Our practice also receives information from State and Federal reminder systems/registers such as Breastscreen Tasmania, National Bowel Screening, as well as the National Cervical Screening Program. This may include patient reminders for screening as well as results of screening performed.

Appointment Reminders

Your appointment is confirmed when booked into our system. Our practice utilises HotDocs to provide appointment reminders via SMS 24 hours prior to your consultation. These reminders serve to compliment appointment cards or notations in your own personal diary. We do not have any control over telecommunication providers regarding undelivered or delayed messages, and these are not accepted reasons for missing your appointment. You can select to “opt-out” of receiving SMS reminders by clicking the opt-out link in the reminder.

Transfer of Medical Records

Should you wish to transfer your Medical File from Port Sorell Medical Centre to another practice, on receiving your signed consent, we are happy to forward a Health Summary free of charge. If you require your complete record to be transferred, a fee is payable to cover administrative costs involved with this. Please be advised you will be unable to return to our practice within two years of transferring your file elsewhere.

Parking and Disabled Access

Ample Free parking is provided on-site, with allocation for disabled parking directly opposite our main entrance. Undercover access is also available under the portico on the side of the building if necessary. A wheelchair is available upon request.

Occupational Violence/Harassment/Unreasonable Behaviour Policy

All our staff, patients and visitors have the right to a safe and comfortable environment. Any form of harassment, bullying, intimidation, or violence will not be tolerated, and may result in a breakdown of our practice patient relationship.

No Smoking Policy

For occupational health and safety reasons, there is a no smoking and/or taking of illegal drugs on our practice premises or in the immediate environment, including near the practice entry.

Privacy and Confidentiality

The provision of quality health care relies on a doctor and patient relationship of trust and confidentiality.

Your medical records are confidential. Our policy is to always maintain security of your personal health information. In the interest of providing quality health care, we have developed a privacy policy that complies with the Commonwealth Government legislation and recognises the rights of our patients to privacy, along with the purpose of why and how we collect your personal information and how this information may be used.

Copies of our Privacy Policy are available in the waiting room, on our website <http://www.psmmed.com.au> or from reception on request. Further information regarding the legislation is available from the Federal Privacy Commissioner on 1300 363 992 or visit www.privacy.gov.au Our practice has IT protections in place to protect our electronic files and information.

Communication Policy including Electronic

Please ensure we always have your up-to-date contact details and patient information. This includes any changes to Next-of-kin or Emergency contact information.

With your consent our practice will send SMS messages to the mobile number listed on your patient medical record. If you do not wish to receive SMS notifications from our practice, please either use the OPT-OUT option or let our friendly reception staff know, and they will arrange the opt-out on your behalf. No private or health information would be contained in messages received.

Our practice does not send routine email communications to patients. There are some risks associated with electronic communication in that the information could be intercepted or read by someone other than the intended recipient. It is because of this our practice does not send any communications to patients or other healthcare providers by standard email but may on occasion utilise an encrypted email service. Email communication containing personal health information is discouraged.

Quality Improvement

We are an accredited practice with AGPAL. Our practice is committed to quality improvement. We routinely review policies and procedures, updating any new requirements or legislative requirements, and ensure all staff are aware of any changes. We implement actions to review feedback, and assess changes, in our commitment to ensure positive improvement to services, and patient care.

10 Tips for Safer Health Care

The following 10 Tips can assist you to become more active in your health care. Some questions that you might want to ask your health care professional are also included. You can make a longer appointment or come back at a more convenient time if there is not enough time for you to ask all your questions.

1. Be actively involved in your own healthcare
2. Speak up if you have any questions or concerns
3. Learn about your condition or treatments by asking your doctor or nurse and by using other reliable sources of information
4. Keep a list of all medicines you are taking
5. Make sure you understand the medicines you are taking
6. Make sure you get the results of any tests or procedure
7. Talk to your doctor or other health professional about your options if you need to go to hospital
8. Make sure you know what will happen if you need surgery or a procedure
9. Make sure you, your doctor, and your surgeon all agree on exactly what will be done during the operation
10. Before you leave hospital, ask your doctor or other healthcare professionals to explain the treatment plan you will use at home

For more information go to: <https://www.safetyandquality.gov.au>

Patient Feedback

Port Sorell Medical Centre is serious about the quality of our services and our continuing improvement. Feedback is welcome in any form. Please feel free to talk to your doctor, nurse, reception staff or our Practice Manager. You may prefer to use our Suggestions Box, located in our waiting room.

We take your concerns, suggestions, and complaints seriously. We believe that problems are best dealt with within the practice, however if you wish to take your matter further and lodge a formal complaint, you can contact:

Health Complaints Commissioner Tasmania

Phone: 1800 001 170

Mail: GPO Box 960, Hobart Tas 7001

Web: www.healthcomplaints.tas.gov.au

The information in this document is current as at 18th July 2023, and is subject to change at any time