RaRMS HEALTH WARIALDA

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PATIENT INFORMATION

Telephone **02 6729 1520**

Fax **02 6729 1847**

Doctors Dr Diana Coote
Dr Clement Gordon
Dr Elizabeth Gordon

Visiting Specialists/Services

- Podiatrist
- Optometrist
- Dietician
- Psychologist

Consulting Hours

Monday to Friday 9.00am - 6.00pm

Saturday 9.00am - 12.00pm

Address

22 Hope Street, Warialda NSW 2402

The Practice Team

Practice Manager Chloe Austin

Practice Nurse Nakisha, Joy & Maria

Receptionists Chloe, Nikki & Georgia

About RaRMS Health Warialda

RaRMS Health Warialda is focused on providing a holistic health care service for all patients.

The general practice services are combined with visiting specialists, allied health professionals and community health services.

Fees and Billing Arrangements

All general practice services provided to Medicare and DVA cardholders will be bulk billed. All non Medicare/DVA services, such as Workers Compensation, insurance forms and medicals, are payable at the time of the visit. Please ask reception for more information regarding fees.

Non general practice services provided by visiting specialists, allied health personnel or community health services may attract a fee which is payable according to the terms of the service provider.

Appointments

Appointments are encouraged and can be made by calling **02 6729 1520**. Every effort will be made to accommodate your preferred GP, time and date. Emergency, walk in appointments will also be accommodated.

Emergencies will always be given priority and staff will try to contact you if there is a delay or your GP has been called out.

If you require extra time with the GP, for example, for procedures or employment medicals, please ask reception to book a longer consultation.

If you or a family member requires an interpreter service we can organise this for you. Please let us know when you make the appointment.

We strive to adhere to our appointment schedule. Your patience is requested when circumstances are beyond our control.

After Hours Care

The GPs at this practice participate in the “on-call” roster at the Warialda Hospital. Patients requiring medical attention after hours are advised to contact this facility on **02 6728 9000** or in emergencies call **000**.

Services Available

- Aged care
- Childhood health checks
- Childhood immunization
- ECG heart checks

- General check ups
- GP Management Plans
- Health assessments
- Home visits (see policy below)
- Immunisation
- Men's health
- Mental Health Care plans
- Pre-employment medicals
- Pre-insurance medicals
- Pregnancy tests and care
- Skin checks
- Quit smoking assistance
- Travel medicine and vaccinations
- Women's health
- WorkCover

Home and other Visits

Home and other visits may be available for regular patients whose condition prevents them from attending the RaRMS Health Warialda. Hostel and nursing home visits are available on a regular basis.

Please check with reception for further information.

Patient Responsibilities

Patients have the responsibility to keep appointments and arrive on time. Please advise reception as soon as possible if you need to cancel or change appointments.

Patients have the responsibility to provide, to the best of their knowledge, accurate and complete information about their past and current medical status and to report any changes to their medical status to their medical provider.

Patients have the responsibility to participate in discussions about their care plan, ask questions and to inform the medical provider if they do not understand the proposed treatment.

Patients have the responsibility to follow the care plan to which they agreed and any recommended follow up instructions and/ or recommendations for their care.

Patients have the responsibility to respect medical centre staff and may not engage in behaviour considered unsafe toward staff.

Patients who are under the influence of alcohol or illegal drugs may not be treated.

Patient Rights

If you have a problem we would like to hear about it.

Please feel free to talk to your GP or the reception staff who can bring your concern to the attention of the practice manager. You can also contact the RaRMS corporate office on 02 4924 8046 and ask to speak to the Regional Manager for your practice.

You may prefer to write to us at info@rarms.org.au.

We take your concerns, suggestions and complaints seriously.

If you feel the matter is not resolved to your satisfaction you may wish to lodge a complaint with the NSW Health Care Complaints Commission. You can contact them on 1800 043 159.

Smoking Policy

RaRMS Health Warialda has a no smoking policy.

Telephone Access

Our reception staff will note all incoming calls but will not interrupt the GP when in consultation. The GP will be given the message and will respond accordingly.

In an emergency your call will always be put through to a clinically appropriate person. This may be the Practice Nurse or GP.

Test or Procedure Results

Your GP will advise you when they expect results to arrive at the practice. Please make an appointment to find out your results and what they mean for you.

Repeat Prescriptions / Referrals

Repeat prescriptions or referrals will only be issued through consultation with your GP.

Reminder System

The practice is committed to preventative care. We may send you a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system, please let your GP or the receptionist know. This practice offers enrolment in national, state and Territory registers.

Managing your Personal Information

Your medical record is a confidential document. It is the policy of the RaRMS Health Warialda to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

This medical centre abides by the 13 Australian Privacy Principles found at http://www.oaic.gov.au/privacy/privacy-resources/