



Brickworks Medical Centre

PRACTICE OPENING HOURS

Monday - Friday 9:00am – 5:00pm
Saturday 9:00am – 12:00pm

PRACTICE DOCTORS

Dr Nizamul Islam
MBBS FRACGP

Dr Jonathan Cook
MBBS FRACGP

Dr Shahabuddin Abdullah
MBBS FRACGP

Dr Christine Anne Torpy
MBBS (Adelaide)

Dr Shazia Sultana
MBBS FRACGP

Practice also have GP Registrars.

**Shop T39, Brickworks Marketplace,
2-6 Ashwin Parade, TorrensVille,
SA 5031**

Phone: (08) 7160 1187

Fax: (08) 7160 1189

Medical Emergency :000

www.brickworksmedical.com.au



PH: 131 450

Register Of Practitioners

You can search the Register of Practitioners for their registration status and details at <http://ahpra.gov.au>

CONFIDENTIALITY AND PRIVACY OF HEALTH INFORMATION

Our practice collects personal health information and safeguards its confidentiality and privacy in accordance with National Privacy Principles. Please ask our Practice Staff for a copy of the Practice Policy.

PHONE CALLS

Doctors are unable to take telephone. Calls whilst they are consulting. Our Receptionists will be happy to take a Message which will be responded to At the first available opportunity by The Doctor that the message is Intended for. If the matter is of a Clinical nature, the receptionist may Transfer the call to our Practice Nurse For her attention.

PATHOLOGY SERVICE



Abbott Pathology are based onsite from **9:00am – 12:00pm Monday to Friday, except Tuesdays**. No appointment is required to see the pathologist.

TEST RESULTS

All test results are strictly confidential. In order to protect your privacy, this practice does not give results to patients over the telephone. The doctor will advise you at the time of testing when you can expect your results to return. If you would like to obtain your results, or would like to discuss them further, an appointment must be made with your GP. If you want your reports without seeing a GP, you need to sign a release of information form, which can be obtained from practice front staff and to pay associated Fees.

If you have changed your contact details, please make sure you let us know!

PRACTICE SERVICES

- Family planning
- Pap smears
- Counselling
- Vaccinations
- Skin checks
- Pregnancy testing
- Sports medicine
- Minor surgery
- Treatment of work-related injuries
- Treatment of work-related medical conditions
- Comprehensive pre-employment medicals including:
 - ECG, audiometry, spirometry, on-site drug & alcohol screening
- Independent medical assessments
- Worksite visits
- Health surveillance
- Executive health checks
- Immunisation program for industries.
- Heavy vehicle license accreditation health checks
- Dangerous goods license accreditation health checks

DOCTOR FEES

Fees are payable at the time of your Consultation, by cash, cheque, bankcard, MasterCard, or visa. If you have any difficulty paying your fees, please discuss with your doctor.

You do not need to go to Medicare to claim your rebate. You can use your Eftpos card (savings or cheque options) and our receptionist can do the rebate for you at the time of your visit. Or you can also register your bank details with Medicare and the rebate will be transferred to your bank account within 2-4 business days.

There is a Fee of \$40.00 if you don't attend or miss your scheduled appointment. Please ask reception staff for all other Fees which are not covered by Medicare.

AFTER HOURS CARE

Please call the National Home Doctor Service on **13 74 25 for after-hours home visit.**

ANY EMERGENCIES CALL 000

NO TOLERANCE POLICY: This practice has a no tolerance policy to any physical or verbal abuse or bullying of any kind.

APPOINTMENTS

Appointments are made for 10min/person. If you need a longer appointment or have many items to discuss with your doctor, please let the receptionist know so that ample time may be booked (30min). This means that patients booked in after you will not be inconvenienced, and all your items are addressed. Each person requiring to be seen by a doctor must have an appointment booked.

YOU NEED TO MAKE

APPOINTMENTS: for ALL scripts and repeats, for ALL test results, for each person to be seen, to complete travel/insurance forms, to complete Centre link/Housing forms, Medical Reports (including life insurance), Medical Certificates, REFERRALS to specialists/Allied Health, immunisations, Workers Compensations.

HOME VISITS

Home visits are available to our regular patients (On doctors' discretion only) when their condition prevents them from attending the surgery. These consultations are not ideal, and it is preferable if patients attend their consultations, except in special circumstances, where medical records are maintained, and medical equipment is available for treatment. Home visits will NOT be offered outside a 2km radius of the surgery. Fees may apply for home visits that may not be Medicare rebateable.

10 tips for safer health care

- Be actively involved in your own health care
- Speak up if you have any questions or concerns
- Learn more about your condition and treatments
- Keep a list of all medicines you are taking
- Make sure you understand the medicines you are taking
- Get the results of any test or procedure
- Talk about your options if you need to go to Hospital
- Make sure you understand what will happen if you need surgery or a procedure
- Make sure you, your doctor and your surgeon all agree on exactly what will be done
- Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home

Brickworks Medical Centre does not provide covid-19 vaccine. Please Book or register for COVID-19 vaccination using the Eligibility Checker. National coronavirus and COVID-19 vaccine helpline number is 1800 020 080.

DOCTORS AT BRICKWORKS MEDICAL CENTRE PREFER TO HAVE IN PERSON CONSULTATIONS (and phone consults are on doctors discretion).Please make a PHONE CONSULT APPOINTMENT ONLY if any of the following applies to you. Have you been overseas or interstate recently? Have you been in close contact with a confirmed case of Coronavirus? Do you have a fever (night sweats or chills), cough, shortness of breath, Flu like symptoms or sore throat?

ISSUES AND COMPLAINTS

If you have a problem with your health care or have had a negative experience when visiting our surgery, we would like to know.

Please feel free to discuss any problems you may have with your doctor or the receptionist. Alternatively, you may want to write to us or use one of our complaint feedback forms kept at reception.

All complaints are taken seriously, and you can remain anonymous if you wish.

Complaints can also be made to:

**Health & Community Services
Complaint Commissioner (HCSCC)**

PO Box 199

Rundle Mall SA 5001

Phone: 08 8226 8620

This Practice Information Sheet template was designed by IWSML adapted from AGPAL.

It has been designed to comply with the RACGP 5th Edition Standards for General Practice.

Health Complaints Commission

The Health Complaints Commission acts to protect public health and safety by resolving, investigating and prosecuting complaints about health care. **To contact the HCC line call 1800 043 159 between 9:00am – 5:00pm Standard Sydney time.**

REMINDER SYSTEM

Our practice is committed to providing you with the best preventative care possible. Practice staff will seek your permission to be included on our reminder system and may issue you with a reminder notice on occasion. If you do not wish to be a part of this system, *please let your doctor or practice staff know.*

MANAGEMENT OF YOUR OWN PERSONAL HEALTH INFORMATION

Your personal health information is collected and used directly in association with your health care. It is a confidential document, and it is the policy of this practice to maintain the security of medical records at all times. We will ensure that your information is only available to authorized staff or seek your permission before disclosing it to any third party.

If you have any concerns about your health information privacy, *please let your doctor or reception staff know.*

CULTURAL BACKGROUND AND ETHNICITY

It is the commitment of our practice to provide the best preventative care. To ensure that your care is tailored to your needs, staff at this practice encourage patients to identify their cultural background and/or ethnicity on their medical record. If you identify with a particular cultural background, please let your doctor or reception staff know.

Brickworks Medical Centre Medicare Non Rebatable Fees

We need an advance payment for all Medicare non rebatable Fees to process your request.

- 1- **Other professional services** are those that require your doctor to revisit your medical records to respond to a request from you to access information for example:
 - A request for copies of results
 - A request for a copy of a lost pathology or radiology referral.
 - A request to fax a copy of your pathology or radiology referral.These services a Fee OF **\$50.00** which need to pay in Advance.
- 2- 1040 -Medical Records Transfer Fee = **\$ 60.00** (For up to 100 Pages)
- 3- 1040 -Medical Records Transfer Fee = **\$ 90.00** (For more than 100 Pages)
- 4- 1020 - DNA- Did Not Attend- Appointment Cancellation Fee = **\$ 40.00 to \$ 80.00 depends on Appt Length** (not covered by Medicare) if you don't attend or you do not cancel an appointment with four hours' notice.
- 5- 1030 - Admin Fees for Faxing, Emailing etc. = **\$ 30**
- 6- 1030- Photocopying = **\$ 10 admin Fees + 30cents per page**
- 7- 1050- Admin Fee - Lost scripts, referrals, renew/change referrals scripts or any other information = **\$50**
- 8- Full payment must be paid at the time of consultation, if not the account will incur an extra **\$10.00** administration cost. We accept EFTPOS, Visa, Mastercard, cash or cheque.

From the 15th of March 2023, Brickworks Medical Centre will be initiating an out-of-pocket fee (gap fee). All consultations & procedures will incur a private fee. This includes a gap, out of pocket, payment on top of any Medicare rebates.

Patients will be asked to pay the full Medicare amount plus the gap on the day of your appointment, after the payment is processed, the Medicare amount will be transferred back into your bank account.

Please bring with you a savings or cheque EFTPOS bank card so we can reimburse your Medicare fee on the day. Medicare rebates CANNOT be paid back to credit cards accounts.

Bulk Billing Standard Consultations will continue only for:

- **Children under 16 (Having valid Medicare Card)**
- **Patients over 65 having Pensioners card/Health Care Card**
- **Health Assessments and Care Plans**
- **DVA Card Holders**

If you do not hold a current Medicare card, you are required to pay the full amount of the consultation on the day. If you have Private Health, we can provide you with a copy of your invoice for reimbursement from your insurer.

Consultation Fees

	Fees to be paid on the day	Medicare Rebate	Out of Pocket rate
Short Consultation Level A	\$38.20	\$18.20	\$20.00
Standard Consultation – Level B	\$59.75	\$39.75	\$20.00
Long consultation – Level C	\$106.95	76.95	\$30.00
Consult >40 Minutes Level D	153.30	113.30	\$40.00

Tele Consult Fees: A Full upfront payment is required at the time of booking – Invoice will be provided after the appointment. Practice has very limited phone appointments available.

	Fees to be paid on the day	Medicare Rebate which patient needs to claim through Medicare	Out of pocket
Short Phone Consultation - 91890	\$59.75	\$18.20	\$41.55
Standard Phone Consultation - 91891	\$59.75	\$39.75	\$20.00

Procedure Fees: A minimum fee of \$50 will be charged for all procedures. Higher fees will apply for more extensive procedures. Your doctor / Nurse will discuss this with you prior to your procedure.

Procedure	Out of Pocket Fees
Punch Biopsy	\$50
Skin Excision	\$50
Implanon insertion &/or removal	\$50
Removal of foreign body	\$50
Wound Repair	\$50
Wound Dressing	\$50
Wedge Resection	\$50
Removal of Suture	\$50

For all other Fees please check with the reception staff