



BLACKBUTT

DOCTORS SURGERY

Quality healthcare made simple

New Patient Information Pack

Welcome

Accessing reliable, evidence-based medical advice and support shouldn't be difficult. At Blackbutt Doctors, we partner with you on your health journey to make it as simple as possible for you and your family to live your best life, and we're so glad you've chosen our practice. The following pages include important information for new patients about our surgery, our policies, opening hours, Doctors, fees and services. We have also included copies of our commonly used forms such as a Third Party Consent Form and transfer of medical records. We recommend saving a copy of this information pack to your computer so it is accessible whenever you need it or have a question about our practice. To jump directly to the information you require simply click on one of the contents pages listed below.

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Practice Information Sheet

Contact Us

**1st Floor, 58 Orchardtown Road
New Lambton NSW 2305**

Our Surgery is located above Piggotts Pharmacy with the entrance on the side of the building (Myra Street).

Telephone: 4950 9733

Facsimile: 4952 9708

Email: info@blackbuttdoctors.com.au

Website: www.blackbuttdoctors.com.au

OPENING HOURS

Monday 8.30am to 5.30pm

Tuesday 8.30am to 5.30pm

Wednesday 8.30am to 8pm

Thursday 8.30am to 5.30pm

Friday 8.30am to 5.30pm

Saturday 8.30am to 12.30pm

Sunday Closed

After Hours

If you have an emergency and you need medical care you should always call **000** or visit your nearest emergency department.

For less urgent after-hours service call:

Newcastle After Hours Medical Centre **4957 7778**
154 Lambton Road Broadmeadow. Surgery drop in between 5.30pm and 9pm with home visits after 9pm, or Health Direct on **1800 022 222** (a 24 hour Health help line)

Our Practice Team

Our surgery currently offers a variety of highly skilled GP's so you can have the Doctor of your choice.

Dr Wendy Bridges

Dr Rochelle Grainger

Dr Natalia Carter

Dr James Sagi

Dr Susie Long

Dr Jo Noble

Dr Amir Taghaddos

Dr Melanie Yeh

Dr Ruth Larkin

Dr Peter Bilton

Dr Terry Parkin

Dr James Sagi

Dr Michelle Redford

Dr Sumana Chadalavada

Dr Sarah McLain

Dr Bianca Farrugia Parsons

Dr Helena Hooi

Dr Benjamin Tong

Dr Belinda Guest

Specialists

Dr Seshu Mandapati is an Obstetrician/Gynaecologist who works in our surgery on Fridays.

To see Dr Seshu Mandapati you will need a referral from your GP to be able to claim your rebate from Medicare.

Nurses

We have 5 nurses who are available for immunisation, vaccinations, weighing babies, 4 year-old health assessments, BP monitoring, health assessments, ECGs and many other health concerns.

Deborah, Carmen, Preethi, Sophie, Shermaine, Maria and Sarah.

Management

Michal Kulczynski - Practice Manager

Codie Stamford - Office Manager

Our friendly Reception Staff

Danielle, Rachel F, Rachel S, Taylah, Stephanie, Louise and Nathalie are all available to help you in any way.

Our Doctors Personal Secretaries

Lisa, Evette, Sharyn and Colleen.



Practice Information Sheet

Appointments

For appointments please call between 7.30am and 6pm weekdays and before 12.30pm on Saturday.

You may also book on-line via our website or by downloading the "AMS Connect" app for smart phones.

[Click here to book online](#) [Click here to download the AMS App](#)

If you think you will need more time please let us know at the time of making your appointment. You will need more time with the Doctor if it is the first visit, to discuss multiple problems, for a complex health issue, for mental health assessments or for procedures and pap smears. Making the right appointment for your needs will help your GP run on time.

While we endeavour to run on time, it is not always possible. In the interests of good patient care we sometimes have to extend consulting times. Our practice is proud of the services we are able to provide to you. We respect our patients' needs and hence try to accommodate as much as possible to your individual needs. In return, we would like you to respect our clinical and reception staff by being considerate and understanding when acutely sick patients or genuine emergencies are fitted in and unavoidable delays occur. Please remember that if your Doctor is running late it is always because someone needed his or her extended care and attention. Please do not get upset with our reception staff or your clinician. If our Doctors are running late we will let you know and give you the option of rescheduling your appointment time if you are unable to wait.

If you arrive for your appointment and you think you require urgent assistance (due to chest pain, difficulty breathing, dizziness or severe pain) or you believe you may be contagious (eg flu symptoms, gastro, child with a rash), please advise our reception staff immediately so we can assist you.

Please be aware that if you come late to your appointment, you will be seen for what remains of your appointment time. If you come after your appointment time has finished, you may not be seen and your appointment will need to be rescheduled.

Fees and Payment

We are a private billing practice. However, most face-to-face consultations are subject to a Medicare rebate, meaning that you will receive a refund for some of your payment. Pensioners and Healthcare Card Holders are eligible for a discounted fee. Some services we provide do not attract a Medicare rebate and these are included on our fees list which is available at reception or on [page 6 of this document](#). It shows the fee, the Medicare rebate and out of pocket expenses. Fees are payable at the time of consultation and can be made by cash, EFTPOS or credit card (VISA or Mastercard).

Home Visits

Home visits can be arranged for eligible existing patients. Please contact reception to discuss further.

Unable to attend your appointment?

If you will not be able to make it to your booked appointment, please let us know as soon as possible by calling the practice. This allows us to offer your appointment to another patient. Failure to cancel your appointment with your GP within 4 hours of the booked time may result in a \$42 non-cancellation fee.

Why Accreditation?

We are an accredited practice. This means we are committed to continual quality improvement of our practice and our care to our patients. There will be times you may wonder why we do things certain ways. There are some strict guidelines we have to follow which are set by the Royal College of GPs. We are tested on these every 3 years. We are continually updating the way we operate following these guidelines. We are proud to be accredited and are committed to continual improvement of our practice and our endeavour to a high quality of patient care.

Why Do We Identify You?

Did you know that we now have to identify you 3 ways every time you make an appointment and come into the practice? Even if we know you well. We will ask you your name, your date of birth and your address.

Why? Because we want to ensure we are providing the best possible care to the right patient. We are bound by privacy laws that require us to identify all patients with a 3 point identifier every time we speak to a patient or a third party who has been given written consent.



Practice Information Sheet

Services Available

As well as routine consultations, the following services are available:

- Medical check-ups
- Family planning & fertility
- Pap smears & contraception
- Pregnancy tests
- Ante-natal care, obstetrics
- Counselling & mental health support
- Immunisation: children & adults
- Excision clinic: stitching cuts, removing moles, skin cancers
- Liquid nitrogen 'freezing' therapy for sunspots and warts
- 75-year and older health checks
- Care plans
- Weight control, nutrition advice
- Stop smoking assistance
- Dermatoscopy: skin checks
- Implanon insertion
- Warfarin monitoring by finger prick test onsite
- On-site pathology
- Iron Infusions

Telephone Calls and Communication

To avoid long wait times, we suggest you do not use the telephone for communication. Our doctors are not able to return phone calls.

If you require a phone call, schedule a telephone appointment, using our website or the Automated App. Your doctor will then call you.

Script and referral requests will only be accepted through the Automated or Ozdocs systems.

To change or cancel an appointment, please use the Automated app, or our website. Other queries should be sent by e-mail through info@blackbuttdoctors.com.au.

Your Health Information

The privacy of your health is important to us. All staff, including administration staff, respect your privacy and keep your health information confidential at all times. Your medical record is a confidential document and as such it is the policy of this practice to maintain the security of your personal health information at all times and to ensure that this information is only available to authorised members of staff. If you need to request a copy of your health information please see any of our staff and they will help you.

Test Results

Normal Results

If your results are normal, and you have consented for SMS contact you will receive an SMS to let you know that your results have come back with "No Action" required. If you have not consented for the SMS notification you will not be contacted by us for "No Action" results.

Non-Urgent Results Appointments

If your Doctor would like to see you to discuss your results and you have consented to SMS notification you will receive an SMS with a link asking you to book a non-urgent appointment with your Doctor.

Nurse or Admin Calls regarding Results

You will receive a call from one of our Nurses or Admin staff if your Doctor has requested we speak to you in regards to your results.

Further Information

If you would like to speak to your Doctor regarding your results further you will need to book an appointment online or call the surgery make an appointment with your Doctor.



Practice Information Sheet

Patients Responsibilities To Our Practice

Attending this practice involves a relationship with all staff. In order to maintain a healthy relationship both parties must respect each other and have a mutual trust.

Our practice tries very hard to provide our patients with a high quality of care and we aim to continually improve our systems and services to help us provide better care for you.

We will gladly listen to your suggestions and complaints and follow them up constructively, as this helps us improve.

However, we will not tolerate the following behaviours from our patients:

- Violence or threatening behaviour towards any staff member
- Yelling at our staff
- Verbal abuse or aggressive behaviour to our staff on the telephone
- Verbal or physical abuse towards our staff
- Angry behaviour towards our staff
- Continue to not follow Dr's treatment advice
- Continue to fail to pay your bills

We are lucky at Blackbutt in that most of our patients do not behave like this and for that we thank you.

Feedback

Although we try our best it is inevitable that from time to time a patient may have a complaint about our services. This feedback is very important to us as it alerts us to problems with the service we are providing and drives us to find a better way of doing things.

If you have any suggestions, ideas or would like to make a complaint you can either:

- Speak with your GP or nurse
- Let our reception staff know
- Speak with our Practice Manager
- Write us a letter
- Place your suggestion into our suggestion box on the reception desk

However, if you would like to take your complaint further and wish to speak to an external body, you can contact:

NSW Health Care Complaints Commission
Locked Mail Bag 18
Strawberry Hills 2012
telephone 1800 043 159

WANT MORE INFORMATION

Please visit our website:

www.blackbuttdoctors.com.au

You may also visit our Blackbutt Doctors Surgery Facebook page. Alternatively please feel free to speak with any one of our friendly staff.

Thank you



Our Fees

Blackbutt Doctors Fees as of 2021

Holders of Government Health Care cards and Pension cards are eligible for Discounted Fees.

Name of Item	F2F Item Number	Telephone Item Number	Telehealth Item Number	Price	Discounted Price	Medicare Rebate	Out of Pocket	Out of Pocket Discounted
Brief Consultation	3	91795	91790	\$45.00	\$34.30	\$17.75	\$27.25	\$16.55
Regular Consultation	23	91809	91800	\$93.00	\$77.20	\$38.75	\$54.25	\$38.45
Long consultation up to 25 minutes	36	91810	91801	\$145.30	\$120.40	\$75.05	\$70.25	\$45.35
Long Consultation up to 35 minutes	36	91810	91810	\$171.70	\$150.30	\$75.05	\$96.65	\$75.25
Prolonged Consultation	44	91811	91802	\$209.80	\$187.90	\$110.50	\$99.30	\$77.40
Home visit level B	24	N/A	N/A	\$99.10	\$99.00	\$65.90	\$33.20	\$33.10
Home visit level C	37	N/A	N/A	\$141.20	\$141.20	\$102.20	\$39.00	\$39.00
Preparation of a Mental Health Care Plan - 20mins	2715	92128	92116	\$140.50	\$113.60	\$93.90	\$46.60	\$19.70
Preparation of a Mental Health Care Plan - 30mins	2715	92128	92116	\$172.00	\$150.60	\$93.90	\$78.10	\$56.70
Preparation of a Mental Health Care Plan - 40mins	2717	92129	92117	\$196.00	\$177.70	\$138.30	\$57.70	\$39.40
Mental Health Appointment - 20 mins	2713	92127	92115	\$145.30	\$120.40	\$73.95	\$71.35	\$46.45
Review of a Mental Health Care Plan	2712	92126	92114	\$131.10	\$109.70	\$73.95	\$57.15	\$35.75
Prepare Eating Disorder Plan 20-40 mins	90252	92156	92148	\$140.50	\$113.50	\$93.90	\$46.60	\$19.60
Prepare Eating Disorder Plan > 40 mins	90253	92157	92149	\$196.00	\$177.80	\$138.30	\$57.70	\$39.50
Review Eating Disorder Plan	90264	92176	92170	\$131.10	\$109.80	\$73.95	\$57.15	\$35.85
Insertion of an Implanon	14206	N/A	N/A	\$117.20	\$107.00	\$31.20	\$86.00	\$75.80
Removal of an Implanon	30062	N/A	N/A	\$117.50	\$107.40	\$53.50	\$64.00	\$53.90
Insertion of a Mirena	35503	N/A	N/A	\$120.00	\$120.00	\$73.05	\$46.95	\$46.95
Antenatal Care	16500	N/A	N/A	\$93.00	\$77.30	\$41.35	\$51.65	\$35.95
Antenatal Care - Long consult lasting longer than 20 min	16500	N/A	N/A	\$145.30	\$120.40	\$41.35	\$103.95	\$79.05
Postnatal Check	16407	N/A	N/A	\$138.00	\$114.70	\$62.90	\$75.10	\$51.80
Non Attendance or Late Cancellation Fee	N/A	N/A	N/A	\$43.00	\$43.00	\$0.00	\$43.00	\$43.00



Doctors Timetable

Please Note:

This timetable is subject to change, for the most up to date schedule of your preferred Doctor please contact our surgery directly. We are unable to guarantee the availability of certain Doctors for same day or short notice appointments.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Availability
Dr Wendy Bridges		2pm-5.30pm		All Day	All Day	Rotating	Books Closed
Dr Natalia Carter	All Day	All Day	All Day	All Day	Morning	Rotating	Books Closed
Dr Susie Long	All Day	All Day	Morning		Morning	Rotating	Books Open
Dr Rochelle Grainger	All Day	All Day		Morning	All Day		Books Closed
Dr Ruth Larkin	All Day	All Day	All Day	All Day		Rotating	Books Closed
Dr Sarah McLain			Morning			Rotating	Books Closed
Dr Terry Parkin			All Day			Rotating	Books Closed
Dr Helena Hooi	Morning		Morning			Rotating	Books Closed
Dr Belinda Guest		All Day	Afternoon		All Day	Rotating	Books Closed
Dr Michelle Redford	All Day	Morning		All Day	Every Second Morning	Rotating	Books Closed
Dr James Sagi	All Day		All Day	All Day	All Day	Rotating	Currently on Leave
Dr Amir Taghaddos	All Day		8.30am-8pm	All Day	All Day	Rotating	Books Open
Dr Melanie Yeh		All Day	All Day	All Day	All Day	Rotating	Books Closed
Dr Jo Noble		Morning		Morning		Rotating	Books Closed
Dr Sumana Chadalavada	All Day	All Day	All Day	All Day		Rotating	Books Open
Dr Peter Bilton		All Day	All Day	All Day	All Day	Rotating	Books Open
Dr Bianca Farrugia Parsons	All Day		All Day		All Day		Books Open
Dr Benjamin Tong	All Day	All Day		All Day	All Day		Books Open
Dr Seshu Mandapati Gynaecologist					All Day		Books Open



How To Get Your Results

If your Doctor has requested you to have some tests, it is very important that you do have these tests. Once they are complete, there are several ways that you can get your results.

If your results are normal, and you do not need to do anything, we will send you an SMS to let you know your Doctor has marked your results "No Action".

If you have not consented to SMS reminders we will not contact you with your "No Action" results. If you are concerned and would like to know your results if you have not been contacted, you can ring the surgery on 4950 9733 and one of our reception staff will be able to assist you.



If your results are abnormal, you may:

1. Be contacted by our receptionist to make a follow up appointment by SMS to book a non-urgent appointment. You will need to follow the link and the prompts to log on and get your message and book an appointment.
2. You may be called by one of our nurses to make a follow up appointment or be given some instructions that have been given to the nurse by your Doctor.
3. If you need an appointment please ensure you attend the appointment with your Doctor to discuss your results.
4. You may be able to receive your results through Ozdocs online, if you request them, with a comment from your Doctor.

Some tests are different, for example:

Tests for sexually transmitted diseases are handled in the following way: you may receive a message to see your Doctor, or your Doctor may tell you on the day that you will need to come back to see them. If your Doctor has not requested for you to return for an appointment and you don't receive a message to book in to see the Doctor, you must make an appointment to get the result with our nurses 2 weeks after you take the test.

Please make this appointment when you leave the surgery on the day the test is ordered, we can cancel the appointment if you book in to see the Doctor.

There is no fee to get STD test results with the nurse.

However, if you need to see the Doctor regarding your test, this will incur a consultation fee.

We will only give results to the patient, not to others. This applies to all patients over 16 years of age. If you wish us to give your result to another person, you need to inform your Doctor at the time of the consult and your Doctor will record this information in your notes.

For more information see our privacy policy.



Third Party Consent Form

If you would like to authorise another individual to act on your behalf in regards to receiving or accessing your medical information please print, complete and return the form below.

I (Name): _____ Date of Birth: _____

Of (Address): _____

Hearby give permission for (Name): _____

From (Address): _____

Phone: _____ Date of Birth: _____

To act on my behalf for the following (please tick or cross relevant boxes below):

- Take calls
- Receive results
- Make and confirm and cancel appointments
- Access and request copies of my file
- Collect and request letters, request for pathology and forms etc.
- Make or receive any other enquiries or correspondence from any Doctor, Nurse or Administrative staff member at Blackbutt Doctors Surgery.

If I choose to change this I will notify the surgery in writing and I understand that until I receive written confirmation from the surgery that these changes to third party consent will not be in effect.

Third Party Representative Signature: _____

Patient Name: _____

Signed: _____ Date: _____



Change or Removal of Third Party Consent

If you would like to change or remove an individual from your authorised third party consent agreement please print, complete and return the form below.

I (Name): _____ Date of Birth: _____

Of (Address): _____

Request the following changes/removal (cross out whichever is not applicable) to third party consent for:

Name: _____

Address: _____

Phone: _____ Date of Birth: _____

- Not authorised** to take calls
- Not authorised** to receive results
- Not authorised** to make and confirm and cancel appointments
- Not authorised** to access and request copies of my file
- Not authorised** to collect and request letters, request for pathology and forms etc.
- Not authorised** to make or receive any other enquiries or correspondence from any Doctor, Nurse or Administrative staff member at Blackbutt Doctors Surgery.

I understand that until I receive written confirmation from the surgery that these changes to third party consent will not be in effect.

Patient Name: _____

Signed: _____ Date: _____



Transfer of Medical Records

Dear,

We wish to advise the following patient/s is now attending Blackbutt Doctors Surgery. Would you please forward any relevant medical information for future reference to Blackbutt Doctors Surgery. We would also appreciate if you could provide the dates of any assessments and reviews that you have completed whilst the patient/s were under your care.

• GPMP	721	Date:
• TCA	723	Date:
• Care Plan Review	732	Date:
• >75 Health Assessment	703, 705, 707	Date:
• Health Assessment	701, 703, 705, 707	Date:
• GP Mental Health Plan	2700, 2701, 2712, 2715, 2717	Date:
• Diabetes Annual Cycle of Care	2517, 2521, 2525, 2620	Date:
• Asthma Incentive	2546, 2547, 2552, 2553, 2558	Date:
• Domiciliary Medication Review	900, 903	Date:
• 45/49 year Check	701, 703, 705, 707	Date:

If the patient is a diabetic could you also send a copy of the latest test results:

- HBA1c
- Lipids
- Diabetic foot check
- Diabetic eye check

Blackbutt Doctors Surgery only uses electronic patient records and where possible records should be sent either on CD or USB in PDF format or for Medical Director or Best Practice users .XML or html files.

Please do NOT send the full paper file as we only have electronic records and it will be destroyed or returned to you. Please find the signed patient authority attached to this letter.

Kind Regards

Blackbutt Doctors Surgery



Transfer of Medical Records

Blackbutt Doctors Surgery

Level 1, 58 Orchardtown Road

New Lambton NSW 2305

Phone: 02 4950 9733

Fax: 02 4952 9708

Email: info@blackbuttdoctors.com.au

Date: _____

I (Name): _____

Date of Birth: _____

Of (Address): _____

Hearby give permission for Dr (Name): _____

To release my medical history to Dr (Name): _____

Patients Signature: _____

Doctor where records are coming from:

Name: _____

Address: _____

Phone: _____

Fax: _____



BLACKBUTT

DOCTORS SURGERY

Quality healthcare made simple

**We look forward to seeing you and
your family at our practice soon**

Level 1, 58 Orchardtown Road, New Lambton, NSW 2305

P: 02 4950 9733 | E: info@blackbuttdoctors.com.au

blackbuttdoctors.com.au