

Privacy

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

From time to time our Clinic undergoes quality control audits (for accreditation) which include a review of medical records. These reviews are carried out by another qualified doctor (not from our Clinic), on a small number of randomly selected medical records. If you do not want your notes to be reviewed in this way, please let our receptionist know and we will ensure your notes are not included in any quality control audit.

Patient Feedback & Quality Improvements

Our Clinic values patient feedback whether in the form of a complaint, compliment or comment.

Our practice seeks and responds to patients' feedback on their experience of our practice to support our quality improvement activities, and we communicate the findings of the feedback process as appropriate (e.g. a practice poster, newsletter, via our website, or at an individual level).

On a regular basis UniSA health Medical Clinic invites patients to complete a questionnaire on their views of our Clinic, the service we provide, and how it could be improved.

An independent provider reviews and reports on this feedback to ensure confidentiality. The feedback is also compared with other Clinics and helps us consider improvements to our services and facilities.

Patients may also volunteer feedback at anytime through a Customer Feedback Form available at Reception. Alternatively patients can log onto our website (www.unisamedical.com.au) to provide any feedback electronically.

Where the feedback is a complaint with any aspect of the service we will investigate the matter, with the treating Doctor if appropriate, and confirm the outcome of the investigation to you in writing. If you wish to address your concerns through external parties you may contact the following agency:
Health and Community Services Complaints Commissioner
PO Box 199, Rundle Mall SA 5000.
Complaints: 08 8228 8666/ Freecall 1800 232 007
Hours: 10.00am to 4.00pm Monday to Thursday

Integrated Services

We work closely with the following UniSA health Clinics to provide integrated and team care services:

- Dietetics
- Podiatry
- Diabetic Education
- Psychology
- Physiotherapy
- Exercise Physiologist

Specialists

The following specialists consult from our Clinic:

- Psychologist Lynda Caudle (EAST)
- Mental Health Social Worker Olga Djuric (WEST)

Home Visits

Home visits can be arranged in some circumstances.

In many cases you may be seen sooner if you can come into the clinic. Please advise our reception staff if you are **requesting** a home visit and they will discuss the options with you.

After hours Care

The Clinic has engaged National Home Doctor Service (NHDS) to provide medical care for our patients after hours. Details of their visit will be provided to your normal Doctor.
NHDS can be contacted on 13 74 25

Transport and SA Ambulance Services

We recommend that all patients have ambulance cover, as a trip to hospital can cost up to \$1000.00.

Private health insurance usually only covers an "emergency" trip to hospital. "Ace" cover is available for a small fee from the SA Ambulance service and this will cover you for the non emergency trips that your health insurance will not cover.

Contact us at:

Telephone: 1300 172 996

Fax : (08) 8125 6712

Email: admin.cityeast@unisamedical.com.au

Website: www.unisamedical.com.au



For all appointments

Phone 1300 172 996

or book online

www.unisamedical.com.au

General Practitioners

Dr Brenton Martin
Dr Joanne Chew
Dr Zori Penkoff
Dr Deepti Singhal
Dr John Setchell
Dr Charles Christie
Dr Emily Lathlean
Dr Neil Stanford
Dr Sarah Chin
Dr Sally Robinson
Dr Cui Yan Lim
Dr Thomas Shaw
Dr Branimir Rajcic
Dr Catherine Howell

Clinic Location

UniSA City East Campus

Level 2, Centenary Building
North Terrace, Adelaide, SA, 5000

UniSA City West Campus

27 North Terrace Adelaide, SA, 5000
(Corner of North terrace and Gray Street)

Patient Information

personal care for healthy living

personal care for healthy living

Routine Consultations

Appointments can be made via phone between 8 am and 6pm Monday to Friday or online at www.unisamedical.com.au.

Appointments are usually made at 15 minute intervals. If you require a longer consultation, please advise Reception when making your appointment. Some reasons for extra time are:

- Insurance examinations
- Mental Health Consults
- Minor surgical procedures
- Student Health Assessments
- Smear tests
- Examinations for diving or driving licenses
- Obstetrics or shared care
- Employment medicals
- Skin Checks

Appointment Reminders

In response to patient feedback, our Clinic now sends SMS text reminders of your scheduled appointment. Reminders will be sent either the night before, or the morning of your appointment.

Appointment Cancellations

If you are not able to keep an appointment please contact Reception as early as possible so the appointment can be re-allocated. Please note that if you do not attend your appointment and you do not let us know at least 4 hours prior to your appointment time you will be charged a "Non Attendance Fee" of \$25.

Health Promotion and Preventative Care

Our Clinic has a particular focus on preventative health care through

- Regular review of patients with chronic conditions
- Travel Medicine
- Health checks for those aged 45-49 years
- Smear Tests
- Prostate cancer screening
- Immunisation history screening & vaccination
- Skin cancer checks
- Implanon & Mirena Insertion

Recalls A recall/reminder system is available to remind you to attend for routine investigations and/or immunizations. If you would like to register for one of our recalls, please let our receptionist know, or discuss it with your doctor.

Information about our Fees

At UniSA health Medical Clinic we strive to provide a high quality, affordable health service.

Bulk billing rates for services eligible for a Medicare rebate, delivered during normal opening hours, are provided to all Australian and International students who have either a current Medicare card or applicable private health insurance with an approved insurance provider. To be eligible for bulk billing, students must show current student identification and current Medicare or Insurance card on attendance.

In addition, all patients under 16 years of age and those with a valid Pensioner or Social Security card are also bulk billed.

Out of pocket expenses will be incurred by all patients for minor surgical procedures and for high cost consumable items. University staff will be charged a discounted gap fee, \$30 for standard consults, whilst members of the general public will incur a standard gap fee of \$40 for most consultations. Full payment is required on the day.

Item #	3	23	36	44
Uni Staff Fee	\$47.50	\$68.20	\$103.95	\$138.85
Public Fee	\$57.50	\$78.20	\$113.95	\$148.85
Rebate	\$17.50	\$38.20	\$73.95	\$108.85

For all patients, bulk billing rates will be charged for antenatal, mental health, review of x-rays and results if only reason for visit.

All fees are payable on the day, and can be made by Cash, Credit Card, Cheque or EFTPOS.

Our Clinic is electronically connected to Medicare through the TYRO system. Present your debit card upon payment and we can process your Medicare claim immediately.

Please discuss any queries with your accounts with Reception.

Referred Costs

From time to time you may be referred to outside agencies for tests, investigations or specialist opinion. Please note that you are responsible for any out-of-pocket expenses incurred as part of this referral. It is advisable to contact the external provider to find out their fee policy prior to your appointment.

Emergency Services

If the case of a **life threatening emergency** call 000 and request an ambulance for transport to the nearest hospital.

Urgent Medical Attention

If your need is urgent please advise Reception when calling and/or on arrival and you will be referred to a practice nurse. Provide as much information as possible so the nurse can assess the priority of your need and confirm fee requirements or alternative treatment options. If you accept the treatment, the nurse may initiate this before a doctor can also attend to your condition.

Pathology and Test Result Follow up

It our Clinic's policy that patients make appointments to follow up the results of any tests that they have had taken. Unless advised otherwise, results will not be provided over the telephone. Results only appointments carry no out of pocket expense.

Waiting Times

Every effort is made to keep appointment times however delays can occur due to unforeseen and emergency needs. We appreciate your patience at these times.

Repeat Prescriptions

Patients requesting a repeat script require an appointment. In the interests of better health care, the doctors will not write repeat prescriptions without seeing the patient.

Interpreter Services

If you speak a Language Other Than English and require interpreting assistance, please advise the Clinic so we can make arrangements for interpreting via the Translation & Interpreter Service.

This Clinic uses the National Auslan Interpreter Booking and Payment Service (NABS) for interpreters for the hearing impaired.

NABS provides interpreters anywhere in Australia for Deaf people who use Sign Language. It is FREE to book an interpreter for private health care appointments.

Telephone Calls

Doctors are **not** available to take telephone calls during consulting times. Messages can be taken and returned as soon as possible. Urgent calls will handled by a practice nurse.

Appointments: Monday to Friday 8am to 6pm City East Open till 7pm Tuesdays and Thursdays