

### **Business Hours**

Monday 7.30am to 5.30pm

Tuesday 7.30am to 5.30pm

Wednesday 7.30am to 5.30pm

Thursday 7.30am to 5.30pm

Friday 7.30am to 5.30pm

Saturday Mornings 9.00am to 12.00pm

We are closed on all Public Holidays

### **Making Appointments**

We run by appointments, and our receptionists can assist you by phone

We also have Online Appointment facility

from our website [www.bayvillagemedical.com.au](http://www.bayvillagemedical.com.au)

Please discuss with your doctor on your visit if you require a follow up appointment so that we can allocate a suitable appointment time for you

We can accept a walk-in appointment but there will possibly be delays depending on the day

**If it is urgent we recommend you go straight**

**to hospital or phone 000. Please don't wait for us to open**

### **Mixed Billing practice**

Private patients will pay on the day for their consultation

Concession Card Holders – will be Bulk Billed

Children 16yrs and under will be Bulk Billed

Students 18yrs and under will be Bulk Billed

All New Patient's will pay privately for their first visit

### **Procedures are privately and Bulk Billed**

depending on the procedure and doctor please discuss with your doctor the fees

All Commercial Driving Licenses and corporate documents and super forms will be charged privately please discuss with your doctor.

These cannot be Bulk Billed through Medicare

### **Payment required on the day of your**

**consultation. Please return to the reception desk to pay after your consultation. We do not send out accounts to patients**

**No Medicare card or expired cards – will need to pay privately**

**Missed Appointments Policy around patients** that constantly miss their appointments

We do have a period of grace but after six missed appointments you will be charged \$50 before you are able to make an appointment with your doctor

**Patients that constantly miss “Online Appointments”** will be blocked from making appointments online. Patients often make multiple appointments and only arrive for one. The practice is recording in your demographics, and we can choose to block your access to online appointments

**Confirming Procedure appointments or cancel if** you are unable to make it

Procedure appointments are booked with your doctor and our nurses. It is important if you are unable to make these appointments that you cancel as they are for one hour in total. We ask that you are considerate for our other patients that are unwell to make these available

### **Are you a New Patient to the practice?**

We welcome new patients to our practice, and look forward to building a long relationship with you and your healthcare. Our teams are very passionate about our patient care and the services we deliver in our practice and getting to know you

### **How to Communicate with your doctor.**

**We have** an electronic message system that is linked to your medical file. This is not for urgent messages but we can relate most messages with this system to your doctor. Your doctor will prefer you to make an appointment please.

**Recalls & Results – What to do when your**

doctor hands you a pathology or radiology form. Follow up is often necessary for investigations and it is best to make an appointment as you leave with your doctor. This could be a Telehealth appointment or face to face appointment. Please arrange this with reception. If not needed you can always cancel

**Our reminder system is for general healthcare** that need to be routinely checked. These could be Cervical Smears, Bowel Testing Vitamin B injections Prolia Injections.

**Health Assessments for over 75's years of age** these are done annually and are great for annually checkups.

**GPMP's Care Plans – are to address** specific healthcare concerns that need to be monitored regularly and they are done between 3 to 6 months depending on the severity of the disease.

**TCA's known as team care arrangements** are also done between 3 to 6 months regularly and these are referrals that open up pathways to other providers to provide as a team your required needs for your healthcare – podiatry dietician exercise physiologist and physiotherapist and other healthcare providers. This enables the most comprehensive care possible for you.

**Doctors Afterhours where can you go?**

We do have deputizing clinic on call for our afterhours recorded on our telephone service after we close. other clinics available in the Erina

and Kanwal areas. Both Gosford and Wyong hospitals in their Emergency dept will always see after hour patients. Do not hesitate to use them if you need them when we are closed

### **How do I get another script?**

Please make sure you make an appointment ahead of time for your prescription renewals. Please do not phone on the day it runs out. It does not take the doctor only five minutes to do your script renewal.

Doctors need to open you file and make the appropriate notes and make sure that you are still on the best medication for your condition and the dose is correct.

**What happens when your doctor goes on holiday.** Most of the doctors are happy to see each other's patients. They all share the same patient files, so all your current and past medical history will be able to be accessed. Please discuss this with your doctor if you do have any concerns on what you should do while they are on leave.

### **Is your consultation Workcover – who needs**

to pay. Usually until you have the employers preferred insurance and the claim has been reported you will be given a Claim Number this should be given to our front desk reception along with the insurers details and contact email please.

What do you do first? Report to your employer that you have been injured at work. Do not come straight to your doctor and report it to your doctor

If you do not have a claim number we will ask you to pay for your initial certificate and first consultation. This is then claimable from your employer and their insurers once the claim is established

**Is your consultation CTP (Third Party) – who needs to pay.** We will ask you for payment until the claim is established with the third-Party insurer. Keep your receipts for you to enable to be reimbursed by the insurers or lawyers working on your behalf.

**Email Policy – we are unable to provide patient information through public unsecure emails addresses.**

It is not safe to make requests to your doctors via emails, and certainly your private medical information is not private if sent insecurely.

There are many forms of storing your medical information through the iPhone and Android

**Commercial Medicals – Cannot be BULK BILLED –** we are unable to bulk bill for Commercial driving medicals. These need to be paid on the day and the receipt used for end of year tax

### **Apps for the “My Health Record”**

wonderful if you are travelling. Please ask our receptionists

**App for Best Practice in which can be downloaded and linked to our practice.** Please ask our receptionists

### **Social Media Policy**

**While respect freedom of speech,** we would like to be able to discuss this with patients rather than putting on social media.

So often statements are miss represented in all forms, and can be quite unkind without proper investigation, and an opportunity to resolve a situation.

### **What is expected of you as a patient – being kind and respectful to staff**

**Our staff and the doctors that make up our practice,** works towards the best outcome for our patients.

Sometimes there are no appointments and squeezing patients in on other patients' appointments is not an option.

**Aggressive and abusive threatening behavior will not be tolerated.** The well being of all our staff and doctors is of great importance. Delivering the best healthcare service to our patients is the main goals of our practice.



# 1. Bay Village Medical Centre About our Practice Policies