



## Information Sheet for Patients.

### **Billing Arrangements**

Dalyellup Family Medical Centre is a private billing Practice. We expect the account to be settled at the time of consultation. Private patients will pay a gap beyond the Medicare refund. This will vary according to the complexity of service or if a procedure is performed. Gap Payments may be allowed in consultation with the Doctor.

Payment can be made by cash, cheque, credit card or EFTPOS. Please bring your Medicare card and any concession cards with you to your appointment.

A fee *WILL* apply for all procedural work and Saturday morning appointments.

Repeat prescriptions may be issued at times but will attract a fee if there is no consultation.

### **Appointments**

Consultation is by appointment only. Urgent cases will be seen by an available Doctor on the day.

**Booking a long appointment.** If you want an insurance medical, review of a complex health problem, counselling for emotional difficulties or a second opinion, please book a longer appointment.

Please bring relevant letters and test results from other Doctors with you to your appointment.

**Home visits.** Your request for a home visit will be decided on, in discussion with the Doctor.

### **Results**

All results are viewed as soon as possible by the Doctor. It is important that you ring the surgery 3-4 days after your test to access relevant comments made by your Doctor about your test results.

### **Special Practice Notes**

Dr Jansz has admitting rights to St John of God Hospital, Bunbury.

**Referrals.** Doctors in this Practice are competent at handling all the common health problems. When necessary they are able to draw on opinion from Specialists, and if need be, refer you for further investigation. You can discuss this openly with your Doctor.

**Telephoning your Doctor.** Although most problems are best dealt with in consultation, a Doctor will always be available during normal surgery hours for emergency advice. Our staff are experienced in helping you decide whether the matter requires an appointment, a return phone call from the Practice, or urgent advice.

**Patient feedback.** We welcome your comments or suggestions. Please feel free to talk to your Doctor or the Practice Manager regarding any issues. If you prefer you can contact the Health and Disability Service Complaints Office on 1800 813 583.

**Patient Privacy.** This Practice protects your personal health information to ensure it is only available to authorised staff members for the intended purposes and to comply with the Privacy Act. To obtain a copy of our Privacy Statement or your medical records, please ask.

**SMS reminders and recalls.** This Practice uses HotDoc software to send SMS reminders to patients with mobile phone numbers about their upcoming appointments allowing them to confirm or cancel their appointments. We also use SMS to send scheduled health reminders/recalls. HotDoc recalls meet full RACGP accreditation and privacy standards.

**Afterhours care.** We have a Doctor on call afterhours between 5pm and 8.30am. Please call the Practice on 9795 6422 and the recorded message will tell you how to contact the Doctor who is on call.