



At Vickers Teamcare our goal is to provide all of the benefits of a traditional small general practice. We work as a team to provide evidence based high quality medical care and to build relationships with our patients.

MAKING AN APPOINTMENT

Please let us know if you need a **routine or urgent appointment**. Urgent appointments are kept for people who need to be seen on the day.

Routine includes immunisations, women's health checks, checkups, scripts and referrals, a problem you have had for a while and would like to get sorted out.

Urgent includes all sick children, anyone with a fever, eye or visual problems, injuries, severe psychological distress, severe pain, problems in pregnancy, new rash, continual vomiting and diarrhoea, post operative problems, ear infections.

If you have chest pain, have collapsed, altered consciousness, difficulty breathing, fitting, uncontrolled bleeding, a head injury, severe allergic reaction, severe palpitations, burns, a snake or spider bite, difficulty speaking, droop on one side of the face, weakness or numbness in an arm or a leg, please tell the reception staff it may be an emergency, or call an ambulance.

If you think your appointment will take more than 15 minutes such as a full women's health check, complex problem, counselling or multiple problems, please notify reception that you will need a long consultation. We understand sometimes you may be unable to attend a booked appointment. We would appreciate as much notice as you can give us if you plan to cancel. This is especially important if you have a long appointment for a Management Plan or Health Assessment.

TELEHEALTH APPOINTMENTS

We are extremely grateful for the introduction of a medicare rebate for telephone calls and video consultations. There are a few rules that we have to follow. We can only charge medicare for a telehealth consult if we have seen the patients in the last 12 months in person.

We are only able to do Management Plans and GP mental health plans by video and not by phone.

RECEIVING AND RETURNING PHONE CALLS

Urgent telephone call will be put through to the doctor or practice nurses. All other calls will be returned within 24 hours. In most cases we encourage patients to make a telehealth appointment or appointment to come in to the surgery.

OUR E-MAIL AND SMS POLICY

Until COVID, we did not even have an e-mail address and seldom sent an SMS. Well, that has changed dramatically, and with the change come challenges.

E-mail and SMS are not confidential; please do not send an e-mail containing confidential information. Please ensure you have completed the form permitting us to send e-mails and SMSs. If we send you a document by e-mail, please let us know if you want the document password protected.

While we check our e-mails regularly, NEVER send an urgent request by e-mail.

We would always prefer a call to an e-mail as we can attend to what is needed immediately.

RESULTS

You should know the results if you have gone to the trouble of getting a test done. Please make arrangements for how you will get your results (consultation, a telephone consult or call the practice). Don't ever assume that the results are normal because we haven't called you.

COVID SAFETY

Please let us know if you have even the mildest symptoms of COVID, such as a cough, sore throat, fever, aches and pains, or shortness of breath or if you have been in contact or in an at-risk area for COVID. We can arrange a telephone consultation. Everyone coming into the practice needs

to, hand sanitise, socially distance and wear a mask while waiting.

OUR FEES AND BILLING POLICY

Length/Type Of Consultation	Practice Fee From 1 July 23	Rebate 1 July 23	Out of Pocket
Less than 15 minutes	\$86.00	\$41.20	\$44.80
15-20 minutes	\$93.00	\$41.20	\$51.80
20-30 minutes	\$132.00	\$79.70	\$52.30
30-40 minutes	\$140.00	\$79.70	\$60.30
40-60 minutes	\$180.00	\$117.40	\$62.60
GP mental health consult 20 minutes	\$100.00	\$78.55	\$21.45
Telephone consult < 15 minutes and telephone mental health consults		Bulk billed	
Telehealth MORE THAN 15 minutes (including, healthcare card holders and pensioners)	\$80.00	\$41.20	\$38.80
Management plans, Health Assessments and GP Mental health plans. COVID vaccines and Flu vaccines and heart health checks		Bulk billed	

- DVA patients, and patients with Low Income Healthcare Card or Pension Card who are renting are bulk billed.
- Commonwealth Concession Card holders and children under 16 years of age are only charged once a year.

There are generally out of pocket fees for specialists, allied health and some radiology such as MRIs and ultrasounds.



ROWAN
GP



MARIA
GP



AMY
Speech
Pathologist



CHRIS
Practice
Nurse



LYN
Practice
Manager



ANGELIQUE
Receptionist



ROSA
Receptionist



ANNALISE
Receptionist



ALISON
GP
(Clinical Director)

INFORMATION SECURITY AND CONFIDENTIALITY

We believe that confidentiality and keeping all your information secure are one of the most important aspects of the care we provide. Please look at the post on our website regarding [confidentiality and what we do to keep your information safe](#).

SMOKING, TOILETS AND OPENING HOURS OF BUILDING

The building is open from 7.30 am to 6pm. If you are leaving the building after hours there is a button to push on the left of the door which opens the doors. If you will be arriving for any reason after 6pm then you need to make an arrangement with the reception staff so they are aware and can let you into the building. The toilet is located down the corridor on the right on the same level as the surgery. This entire building is a non smoking area.

COMPLAINTS ABOUT THE PRACTICE

We understand that sometimes things go wrong and patients are unhappy with their care. We would much appreciate hearing from you if you are unhappy with any aspect of your care. This is often the best way to sort things out. Alternatively you can contact the NSW health care complaints commission on 1800 043 159.

HOME VISITS AND NURSING HOME VISITS

We do where possible provide home visits and nursing home visits to our patients in the Sutherland Shire who are unable to come into the surgery.

REMINDER SYSTEM

We have a routine reminder system in place for cervical screening, Management Plans and immunisations. Doctors may also add a reminder if they need you to come back for another reason.

YOUR HEALTH INFORMATION

Thanks for providing **three forms of identification at all consultations**. We also appreciate your help as we update your information, including occupation, ethnicity, gender, weight, height, alcohol and smoking status and more.

Please let us know at any time if you want access to any of your clinical information.

NEWSLETTERS

Please keep a check on your e-mails for our regular newsletters which are so important for keeping you up to date on what is happening about COVID 19, vaccinations and what is happening in the practice. If you aren't receiving the newsletters please check your junk or spam folder and check that we have your correct e-mail address."

MANAGEMENT PLANS FOR PATIENTS WITH ONGOING HEALTH PROBLEMS

Any patients with ongoing health problems, like heart disease or diabetes, should have a Management Plan. We actively call patients to come in, to make sure that we update the plan at least every 6-12 months. This means that we have an updated summary including allergies, medications and medical conditions with a current plan of management. We believe that this is extremely important to ensure no underlying health problems are forgotten and that we have **accurate information on your letters to specialists**, which can also be uploaded onto My Health Record for those patients who have a My Health Record.

SERVICES FOR HEARING IMPAIRED AND TRANSLATOR SERVICES

Please let us know at any time if we could improve your care by using an interpreter service or services for Hearing Impaired. We would be pleased to arrange.

OUR HOURS AND AFTER HOURS ARRANGEMENTS

The practice is open **Monday to Friday** 8am till 5pm. **Outside of these hours we recommend the following services.**

NAME	SERVICE	TELEPHONE	HOURS
Vitalis Family Practice at Kirrawee	They are happy to see our patients if we are closed on Friday and Saturday morning.	8123 1133 www.vfmp.com.au	Mon to Thurs: 7am- 8pm Friday: 8am -7pm Sat: 8am- 1pm
Sydney Medical Service Co-operative	Doctors available to do home visits which are bulk billed.	8724 6300 or 1300 HOME GP For online booking: www.sydmed.com.au/	Booking lines open: • Weeknights 4pm until 8am (service commences 6pm) • Saturday from 10am (service commences 12pm) • Sundays and Public Holidays are 24 hours
After Hours GP helpline	This is an afterhours phone service staffed by nurses and doctors funded by the Australian government.	1800 022 222	• Monday to Friday, 11pm - 7:30am • Saturday, from 6pm • Sunday and Public Holidays, all day.
Sutherland Hospital; Accident and Emergency	Hospital emergency service. For illness and injuries requiring urgent attention.	9540 7111 8 Kareena Rd, Caringbah	• Staffed 24 hours
Ambulance	Life threatening emergencies.	000	• 24 Hours
Poisons	Any queries about poisons.	131 126	• 24 hours
Lifeline	Crisis support for anyone needing emotional support.	131 114	• 24 hours