

11 Highfields Circuit
Port Macquarie NSW 2444
Tel: 02 5519 8200
Fax: 02 9024 4629
After hours: 0498 993 007
www.westsidemedical.com.au
facebook.com/wmcpportmac



OPENING HOURS
Monday to Friday
8.00am – 5:30pm

Welcome to Westside Medical Centre! We are committed to quality improvement and accredited with AGPAL. Our aim is to provide quality care and offer a variety of primary health care services to our patients including Family Planning, Antenatal Care, Cervical Screening Tests (formerly Pap Smears), ECGs, Venous Doppler Studies, Healthy Kids Checks, Vaccinations/Immunisations (children/adult/travel), Skin Checks, Minor surgery for removal of moles & skin cancers, Cryotherapy, INRs, Diabetes, Asthma & management of all other chronic diseases, Medicals (licence, insurance, work), Health Assessments, Mental Health consults, Venesection, Wound Care, Dressings, Spirometry, Mirena IUD Insertion and Iron Injections.

Appointments: Effort will be made to accommodate your requests and prioritise emergencies. Standard consultations are 15-minutes. Appointments can be made by phone (02 5519 8200), online via our website, Facebook or HotDoc App.

Fees & billing arrangements: We are a private billing-practice and fees are payable at the time of consultation by cash or EFTPOS.

Standard Consultations from \$94.65
Health Care Card Holders from \$72.40

Some consultations and services are bulkbilled. Work-related services are paid by Workcover only when the Insurance company's address, phone number and Workcover claim number are provided. If not, the patient is liable for all costs at the time of consultation. Terms and Conditions for payment can be obtained from Reception or our website.

Arrangements for Care Outside Normal Opening Hours: We provide 24-hour care for Westside Medical Centre patients, accessed by calling 0498 993 007, outside our opening hours. The phone service fee will be \$115. If the doctor deems it necessary to see you out of hours, the minimum call-out fee will be \$278.20. A Medicare rebate may be available for eligible patients.

Management of your Personal Health Information: Your medical record is confidential and protected by our *Privacy Policy* bound by the Australian Privacy Principles. You will need to provide 3 identifiers (e.g., Name, DOB, address) when engaging with our staff. For more details ask reception staff for a copy of our Privacy Policy.

Missed Appointments: If you are unable to keep your appointment, notify us **at least 2 hours prior** to your appointment so that it can be cancelled. Missed appointments without notice could result in a consultation fee of \$94.65.

Patient Feedback: If you have a concern, we would like to hear about it. Please feel free to talk to your doctor, nurse, or our practice manager. We take your concerns, suggestions, and complaints seriously. However, if you wish to take the matter further and feel that you need to discuss the matter outside the practice there are several options available including: The Medical Registration Board, Australian Medical Association (AMA) or Health Care Complaints Commission on 1800 043 159.

Please note we prioritise the wellbeing of our patients and staff alike.

Rudeness, aggression, physical or verbal threats or profanity towards anyone will not be tolerated.

Results: It is important that you follow-up on your results by booking an appointment with your doctor OR requesting to speak to a nurse. When results are urgent and abnormal a nurse will contact you for a recall appointment.

Telephone access to GPs: As a courtesy, we try not to interrupt the doctor while consulting. Reception will take a message and notify the doctor who will determine the action. However, the only way we can guarantee a response is for you to make an appointment to see your doctor.

Home, Walk-in & Other Visits: Home visits are available as per doctor discretion. If you require a home visit, please call our receptionists who will liaise with your doctor and inform you of the details/outcome.

Our receptionists are trained in the process of triage to rapidly identify urgent conditions. These patients will be either directed straight to Hospital or be arranged a triage appointment with our nursing staff for assessment followed with a doctor consult within an appropriate time frame. Generally, we do not take walk-in appointments.

Telehealth, phone consults and video consultations: Patient can access telehealth and phone/video consultation services. These services attract the same fee as face-to-face consultations. Bookings can be made online, or a receptionist can help you. For more information, please ask reception for the "Attending Your Appointment Via Video Call" brochure or visit www.westsidemedical.com.au.

Electronic communication: Patients can obtain advice or information related to their care by electronic means including email, SMS and fax. All significant electronic contact with patients is recorded in the patient health record along with the patient's acknowledgment of the means of sending being unsecure. Communication with patients via electronic means is conducted with appropriate regard to the Privacy Laws. We aim to respond to correspondence within 1 working day. If you do not wish to receive electronic communication, please let reception know.

Reminders: We have a reminder system. Reminder notices are sent via SMS, mail, or phone. If you do not wish to receive these reminders, please let reception know.

Interpreter Service: If you or a family member require an interpreter, we can organise this for you or you could call 131450.

Doctors practicing at Westside Medical Centre

A/Prof. Debbie Kors	Dr Suzanne Lyon	Dr David Chessor	Dr Mark Stewart
Dr Meredith Wyatt	Dr Valia Francis	Dr Kate Moriarty	Dr Robab Sahaf
Dr Sharon Sykes	Dr Elizabeth Ryrie	Dr Geoffrey Arthurson	
Dr Carolina Mazur	Dr Judith Gardiner (GP Obstetrician)	Dr Ryan Barnett	