

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 examples include immunisations, women's health checks, check-ups, scripts, referrals, as well as a problem you have had for a while and would like to get sorted out.

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

If you are unsure if it is urgent, please consider asking the reception team, who have been trained to determine who should be booked in urgently or will check with one of the doctors to see if a consultation should be booked on the day.

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, a complex problem, counselling or multiple problems, please notify reception that you will need a long consultation. We understand that sometimes you may be unable to attend a booked appointment. We would appreciate as much notice as possible if you plan to cancel. This is especially important if you have a long appointment for a Management Plan or Health Assessment.

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

RECEIVING AND RETURNING PHONE CALLS

An urgent telephone call will be put through to the doctor or practice nurses. All other calls will be returned within 24 hours, or we will arrange a telehealth consultation.

E-MAIL AND SMS INFORMATION

E-mails are not confidential; please do not send an e-mail containing confidential information. Please ensure you have completed the form permitting us to send you emails and SMSs. If we send you a document by email, please let us know if you would like it to be password-protected. We check our emails regularly, but we never send urgent requests by email. We always prefer a phone call, as we can address what is needed immediately.

RESULTS

If you go to the trouble of having a test done, you must know the results. Please make arrangements, such as a follow-up telehealth, to go through your results. There is no charge for telehealth consultations for results. Please don't assume the results are normal just because we haven't called you.

COVID AND FLU SAFETY

Please let us know if you have symptoms of COVID-19 or the flu, such as a cough, sore throat, fever, aches and pains, or shortness of breath, or if you have been in contact with someone who has COVID-19 or the flu. We can arrange a telephone consultation or take necessary precautions to keep staff and vulnerable patients safe. During periods of high COVID-19 and influenza activity, we may request that you wear a mask. If at any time you would prefer our staff to wear a mask, let us know as we are happy to do so.

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.

INFORMATION SECURITY AND CONFIDENTIALITY

We believe that confidentiality and the security of all your information are among the most critical aspects of the care we provide. Please review the post on our website regarding confidentiality and our measures to protect your information.

SMOKING, TOILETS AND OPENING HOURS OF THE BUILDING

The building is open from 7:30 am to 6:00 pm. If you are leaving the building after hours, a button located on the left side of the door will open it. If you will be arriving for any reason after 6 pm, please make arrangements 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 dissatisfied 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.

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.

TELEHEALTH APPOINTMENTS

We are incredibly 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 consultation if we have seen the patient in person within the last 12 months or they have signed up to the practice with My Medicare.



Rowan
GP



Maria
GP



Amy
Speech
Pathologist



Chris
Practice
Nurse



Lyn
Practice
Manager



Angelique
Receptionist



Rosa
Receptionist



Alison
GP

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 FEES AND BILLING POLICY

FACE-TO-FACE CONSULTATIONS IN THE PRACTICE			
Length & Type Of Consultation	Charge for service	Medicare Rebate	Out of Pocket
Less than 6 minutes (e.g. a script, referral or quick follow-up)	\$50	\$19.61	\$30.39
6 - 20 minutes (1-2 issues)	\$94	\$42.85	\$51.15
20 - 40 minutes (more complicated consultation or multiple issues)	\$145	\$82.90	\$62.10
40 - 60 minutes (Prolonged consultation for complicated health problem or multiple health issues)	\$195	\$121.96	\$73.05
Mental Health consultation lasting more than 20 minutes	\$108	\$81.71	\$26.29

SCRIPT OR REFERRAL THAT DOES NOT REQUIRE A PHONE CALL			
	Charge for service	Medicare Rebate	Out of Pocket
You will need a phone call for antibiotics, new medications, painkillers, sleeping tablets and medications for managing any mental illness.	\$25	No Rebate	\$25

TELEPHONE AND VIDEO CONSULTATIONS			
Length & Type Of Consultation	Charge for service	Medicare Rebate	Out of Pocket
Less than 6 minutes (e.g. a script, referral or quick follow-up)	\$44	\$19.60	\$24.40
6 - 20 minutes (1-2 issues)	\$67	\$42.85	\$24.15
20 - 40 minutes (more complicated consultation or multiple issues) (registered for My Medicare)	\$109	\$82.90	\$26.10
20 - 40 minutes (more complicated consultation or multiple issues) (NOT registered for My Medicare)	\$109	\$42.85	\$66.15

- DVA patients, and patients with a Low-Income Healthcare Card or a Pension Card who are renting, are bulk billed.
- Commonwealth Concession Card holders, Seniors health care 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.

OUR HOURS AND AFTER-HOURS ARRANGEMENTS

The practice is open **Monday to Friday**, 8am to 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.sydney.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

