



1 Rose Street, Glenelg SA 5045

Ph 8295 2167 | F 8376 0906

reception@rocestreetclinic.com

www.rocestreetclinic.com.au

PATIENT INFORMATION

Welcome to Rose Street Clinic. We are committed to providing holistic care to all individuals and families in our community. We are an accredited practice and pride ourselves on maintaining current and professional practicing standards.

OPENING HOURS:

Monday	8:30am – 5:00pm
Tuesday	8:30am – 5:15pm
Wednesday	8:30am – 5:00pm
Thursday	8:30am – 5:00pm
Friday	8:30am – 5:00pm

We are closed on Saturday, Sunday and Public Holidays.

APPOINTMENTS

Our clinic operates on an appointment system. A standard appointment is 15 minutes. If you feel you require additional time with your doctor, please advise the receptionist when booking your appointment.

Patients are seen in order of appointment time. We understand doctors can run late, to help overcome this we recommend booking a longer appointment. If you require a number of procedures or if you feel you need a longer time, you will not incur a higher fee if you do not use this time. We also recommend phoning the clinic before your appointment time so reception can advise the best time for you to arrive.

New patient appointments are booked as a long appointment to allow time for a full medical history to be taken as well as addressing your current condition.

Emergencies are dealt with as they arrive, and this may affect your waiting time.

You can book online 24/7 through Hotdoc. This can be accessed through our website, Hotdoc or our Facebook page. Hotdoc have an app available for download on your Iphone or Android.

Missed appointments on multiple occasions may incur a missed appointment fee.

We appreciate you tell us as soon as possible if you think you may be late or need to cancel your appointment. Sometimes your appointment may need to be rescheduled if you are late.

URGENT MEDICAL

If you require urgent medical assistance at home, please contact the Ambulance Service immediately on '000'. If an urgent medical situation arises whilst at the surgery, please inform the receptionist immediately.

OUR DOCTORS



Dr Martin Davey

BM BS Dip OBS - Practice Principal

Geriatrics, Family Medicine, Anxiety Disorders, Chronic Disease Management, Men's Health, Drug and Alcohol, Dermatology.



Dr Ineke Pattichis

MB BS Dip Obs - Practice Principal

All aspects of Family Medicine, with special interests in Children's Health, Women's Health, Antenatal Care, Obstetrics Shared Care, Contraception, Chronic Disease Management.



Dr Helen Schinckel

BM BS FRACGP Dip Family Planning - Practice Principal

Children's Health, Family Medicine, Women's Health, Antenatal Care, Obstetrics Shared Care, Contraception, Chronic Disease Management, Emergency Medicine, Orthopaedics, Dermatology.



Dr Helen Paech

BM BS FRACGP

Children's Health, Adolescent Health, Family Medicine, Women's Health, Antenatal Care, Obstetrics Shared Care, Contraception, Chronic Disease Management, Dermatology



Dr Richard Hetzel

MB BS FRACGP

General Medicine, Mental Health, Addiction Medicine, Chronic Pain Management.



Dr Suchi Garg

MBBS FRACGP DCH MHRM

Chronic Disease Management, Women's Health, Children's Health including Eczema Management, General Medicine, Geriatrics and Minor Procedures such as Contraceptive Implant (Implanon) and Iron Infusions.



Dr Heidi Faustmann

BMBS (Flinders)

Paediatrics, Family Medicine, Preventative Medicine, Contraception, Chronic Disease Management. Heidi also has an interest in Adult Medicine, Geriatric Medicine and Women's Health.

OUR NURSES



Vicki – RN



Skye – RN



Sandeep – RN



Kerrie - RN

Our Administration Team

Rebecca – Practice Manager

Kathy – Office Manager

Debra

Sandy

Taylor

Charlotte

Julie

FEES

Fee Schedule as of 1st August, 2022

Standard Consult Fees				
Item	Description	Fee	Medicare Rebate	Gap
3	Brief Consultation	\$58.20	\$18.20	\$40.00
23	Standard Consultation	\$79.75	\$39.75	\$40.00
36	Long Consultation	\$114.95	\$76.95	\$40.00
44	Prolonged Consultation	\$153.30	\$113.30	\$40.00

Concession Card Holders Consult Fees				
Item	Description	Fee	Medicare Rebate	Gap
3	Brief Consultation	\$43.20	\$18.20	\$25.00
23	Standard Consultation	\$64.75	\$39.75	\$25.00
36	Long Consultation	\$101.95	\$76.95	\$25.00
44	Prolonged Consultation	\$138.30	\$113.30	\$25.00

All children under 16 years will be bulk billed. DVA White or Gold card holders will be bulk billed. Concession holders will receive a discounted rate.

Veterans Affairs White (for specific conditions) or Gold card holders, payment made to us by DVA is accepted as full payment for your consultations, this includes all procedures.

Workcover, Motor Vehicle and Third-Party accounts will need to be paid in full at the end of the consultation. Once a claim has been accepted and we have received claim details further accounts will be issued directly to the insurance company.

We are not a bulk billing practice and do require accounts to be paid in full on the day of consultation.

PROCEDURES AND WOUND CARE

Any procedures performed outside of a standard consultation may incur a fee to assist with the cost of consumables such as, dressings, instruments, immunisations or anaesthetics. This charge will vary depending on the products used. You will be advised of the cost prior to procedures being performed.

TELEPHONE, FAX AND EMAIL

If you need to speak to a doctor please advise the receptionist. If it is urgent your call will be directed to a doctor or nurse. Otherwise a message will be taken and passed on to the appropriate doctor. The receptionist will ask for some details so that the doctor can prioritise calls. The doctor will often call back between 12:30pm and 2pm or at the end of their afternoon consulting session.

If you wish to email the clinic, please contact us via phone first. This is never to be used for emergencies. It is not safe to email the clinic without our knowledge as there may be delays in responses. Please be aware there are risks associated with electronic communication in that the information could be intercepted or read by someone other than the intended recipient. Patient consent is needed before emailing.

MANAGEMENT OF YOUR HEALTH INFORMATION

Your medical record is a confidential document and is only available to authorised staff. We follow the guidelines 'Privacy and managing health information in general practice' by the RACGP, this is in align with the Privacy Act 1988, and the Australian Privacy Principals. Our doctors and clinical staff collect information from and about you to assist in making informed decisions to provide you with the best medical care possible.

To access your own health information please put this request in writing and your doctor will be in touch.

Under the South Australian Public Health Act 2011, medical practitioners are required to notify SA Health of specified communicable diseases.

At times, your personal information will be released to third parties such as, specialist doctors, diagnostic services and other health care providers to assist in your health care management.

If you would like someone else to have access to your health information e.g. obtaining results or making appointments on your behalf, a signed authority form must be completed. Please ask reception for this form. If you would like to see our privacy policy, please ask reception for a copy or you can view it on our website.

Please inform reception in any change of details, e.g. address, phone number, Medicare Number.

TRANSLATING SERVICES AND NATIONAL RELAY SERVICES

Translating and hearing-impaired services are available either by phone or in person for your consultations. We use the Translating and Interpreting Service, ph 131 450 and the National Relay Service, ph 1800 555 660.

If you wish to book one of these services, please inform reception and we will organise this for you.

AFTER HOURS

Outside of our opening hours our clinic uses the service of an after-hours deputising service. You can call the locum service directly on 13SICK (ph 137 425) or check their website for doctor availability, www.homedoctor.com.au

HOME VISITS

Our doctors will endeavour to visit established patients at home when for medical reasons they are unable to attend the clinic. We appreciate requests for home visits being made as early as possible in the day to help accommodate these visits.

RECALLS AND REMINDERS

We have a computer reminder system; you will receive an SMS reminder that will request you to confirm or cancel your appointment. If you wish to opt out, please inform reception.

We also utilise this computer reminder system to SMS advice regarding review of a medical condition, Cervical Screening Test (CST), Immunisation, Care Plan/Reviews and Diabetes reviews. If you wish to opt out, please inform reception.

PRESCRIPTIONS, REFERRAL AND OTHER FORMS

An appointment is required for all scripts, referrals and other forms, unless prior arrangement has been made with your doctor.

A fee might apply for out of consult services.

TEST RESULTS

Unless prior arrangement has been made with your doctor, you are asked to book an appointment to follow up your results. It is encouraged for patients to discuss the purpose, importance, benefits and risks relating to decisions about their health care.

For any urgent results you will be contacted by your doctor.

PATIENT FEEDBACK AND COMPLAINTS

We aim to provide a high standard of care to our patients. If you are unhappy with any aspect of your care or our service, please speak to our Practice Manager or your doctor. We also have a 'Feedback and Suggestion Box' in the waiting room and welcome your comments. A feedback form is also available on our website.

We believe that problems are best handled in the clinic and will endeavour to resolve your complaints fairly and promptly. In the event that you feel that this has not occurred please contact, The Health and Community Services Complaints Commissioner on the below details:

- Telephone enquiry line 08 8226 8666 or 1800 232 007 for country SA.
- www.hcsccl.sa.gov.au which contains information and forms to help you lodge your complaint.
- Write to HCSCC at PO Box 199, Rundle Mall, Adelaide, SA 5000.

LOCATION, ACCESS, PARKING AND FACILITIES

We are located at 1 Rose Street, Glenelg, SA 5045. The clinic is designed with wheelchair access and there is a designated disabled park available at the front of the clinic. Parking is available on Rose Street for 1-2 hours. The Glenelg area is well connected to public transport, please visit Adelaide Metro for more information. A baby change table is located in the toilet. For occupational health and safety reasons there is a no smoking policy on our premises and around the immediate surrounding area.

