

OUR VISION & MISSION

High standards of medicine, service and continuity of care to our patients.

We will deliver our vision by:

- Providing same day consultations for genuinely sick or worried patients
- Providing routine appointments with a doctor of choice in less than one week
- Striving for personal excellence in medicine and administrative service delivery.

DOCTOR INFORMATION & SURGERY HOURS

Our doctors are:

Dr Murray Ludington, MB BS FRACGP DRCOG D.A (UK)

Dr Stephen Helme, MB ChB FRACGP

Dr Fiona Mackintosh, MB FRACGP DRANZCOG

Dr Heather McIntrye, B Sc (Hons) MBBS (Hons) Dip O & G

Dr Daisuke “Dice” Ikeda, B Med, B Med Sc (Hons I)

The surgery hours are:

Monday	8.30am to 5.00pm
Tuesday	8.30am to 5.00pm
Wednesday to Friday	8.30am to 5.00pm
Saturday	8.30am to 10.30am

APPOINTMENTS

You may request to see the doctor of your choice. If your doctor is not available, you will be offered an appointment with one of the other doctors. A standard appointment time is 15 minutes. A 15 minute appointment is adequate for 1-2 minor issues. Long appointments are required for more complicated problems or time consuming procedures. If you think you require a longer appointment time, or if other family members need to consult the doctor at the same time, please advise reception when making an appointment. This will assist us in running to time.

AFTER HOURS COVERAGE

Moss Vale Family Practice is part of a group of other local General Practitioners who form a roster to provide after hours coverage on weekdays and weekends. If you require urgent after hours care, please phone **4861 6433**. In addition, on weekends and public holidays, the GP After Hours Clinic is located at **6B Mona Road, Bowral** (near Bowral Hospital). No appointment is necessary. The clinic is open 3.00pm to 5.00pm on Saturdays, and 10.00am to 12.00 noon and 3.00pm to 5.00pm on Sundays and Public Holidays.

HOME VISITS

House calls will be made in extenuating circumstances if you are a regular patient of the Practice. We ask you to limit your requests for a home visit to when you are too sick to attend the Practice. These visits will be carried out at a convenient time arranged with the doctor. In the first instance, discuss your request with the receptionist. Please contact the Practice as early as possible to request a visit. A higher fee will be charged for this service.

CONSULTATION PAYMENTS

This Practice does not Bulk Bill.

You will be charged a fee based on the length and complexity of your appointment. These charges are displayed in the waiting room. We accept payments by cash, EFTPOS, MasterCard or Visa, with payment required on the day. We are able to assist you in claiming the Medicare rebate electronically.

TELEPHONE CALLS, REQUESTS & ELECTRONIC COMMUNICATION

Telephone calls will not be put through to doctors unless there is an emergency. Telephone calls can inconvenience patients whilst in consultation, disrupt doctor concentration, and contribute to appointments running over time. **An appointment with a doctor is required for all prescriptions and referrals. No scripts or referrals will be issued without an appointment. We DO NOT communicate with patients via e-mail or fax.**

DELAYS

We strive to keep appointments running to time and are committed to providing a high level of service and continuity of care to our patients. Sometimes circumstances arise where more time is required, than booked to attend fully to a patient's needs. At all times, we will endeavour to make your wait as short as possible.

BLOOD TESTS, X-RAYS AND OTHER RESULTS

Patients are asked to phone the Practice to obtain results. Our receptionists are able to advise basic messages about results—messages may include: “No action required” or “Appointment required”. If you wish to discuss your results in detail, this requires an appointment with the doctor. If there is a clinically significant result requiring prompt action or urgent advice, you will receive direct contact from the doctor to advise action required.

NATIONAL & STATE REMINDER SYSTEMS & REGISTERS

Registers and reminder systems exist for breast screening, cervical screening (pap smear), child immunisation and HPV (human papilloma virus). Should you choose not to participate in any of these systems, please discuss this with the doctor at your next consultation. Information may also be available from our brochure stand in the waiting room.

INTERPRETING SERVICE

A free interpreting service is available for patients who are hearing impaired and use Australian Sign Language (AUSLAN). Contact the National AUSLAN Interpreter Booking and Payment Service (NABS) on 1800 246 945 or www.nabs.org.au for further information. For patients who do not have a good understanding of English, your doctor may utilise the free Translating and Interpreting Service (TIS). If patients are vision impaired we can print information brochures in a larger font or have one of our staff read the information to you.

HEALTH PROMOTION

For reasons of health promotion and disease prevention, our Practice has a range of posters, leaflets and brochures about health issues relevant to the community either on display in the waiting room and/or in the consulting rooms. Please ask reception or your doctor for further information.

Our Practice aims to give patients sufficient information to enable them to make informed decisions about their health.

PRIVACY & YOUR HEALTH INFORMATION

We acknowledge the importance of privacy of information in the doctor-patient relationship. We adhere to the **Australian Privacy Principles (Enhancing Privacy Protection) Act 2012** together with the **NSW Health Records and Information Privacy Act 2002**. The Health Privacy Principles describe what we must do when collecting, holding, using and disclosing health information. A copy of our Privacy Policy is displayed in the waiting room and available at Reception.

PATIENT FEEDBACK

We welcome any suggestions or complaints regarding our quality of service and regularly conduct patient surveys. At all other times please speak confidentially to our Practice Manager, if you wish to provide feedback.

Should you have further concerns or complaints regarding your health care which you feel cannot be addressed at the Practice level you may contact: NSW Health Complaints Commission, Locked Bag 18, STRAWBERRY HILLS NSW 2012. Ph: 1800 043 1159. For further information, log on to www.hccc.nsw.gov.au.

Dr Murray Ludington

MB BS FRACGP DRCOG D.A (UK)

Dr Stephen Helme

MB ChB FRACGP

Skin examination & excision, chronic disease management and teaching

Dr Fiona Mackintosh

MB FRACGP DRANZCOG Dip. Paediatrics

Women's health, paediatrics and antenatal care

Dr Heather McIntyre

B Sc (Hons), MBBS (Hons), Dip. O & G

Women's health, mental health and all aspects of family medicine

Dr Daisuke "Dice" Ikeda

B Med, B Med Sc (Hons I)

Moss Vale Family Practice

12 Illawarra Hwy

Moss Vale NSW 2577

Mail to: PO Box 236, Moss Vale 2577



Patient Information Sheet

**12 Illawarra Highway
MOSS VALE NSW 2577**

02 4869 2700

www.mvfamilypactice.com.au