

MANAGEMENT OF HEALTH INFORMATION

Busby Medical Practice needs to collect personal information on each patient for the primary purpose of providing quality health care. The Privacy and Security of Personal Information Policy is accessible on the practice website at www.busbymed.com.au and is displayed in both waiting areas of the practice. This personal information collected by the practice may be used for:

- ❖ administrative purposes in running the Practice.
- ❖ billing purposes, including compliance with Medicare Australia requirements
- ❖ disclosure to others involved in your health care, including treating doctors and specialists outside this Practice. This may occur through referral to other Doctors or the medical tests and in the reports or results returned to us following referrals.
- ❖ contacting you for the purposes of recalls, reminders, health and Practice information. This is an optional service and if you do not wish to participate, please notify the reception staff.
- ❖ in-house teaching, Practice Accreditation and provision of information technology.
- ❖ research purposes having all identifiers removed to maintain anonymity.

We would like you to understand:

- ❖ all Practice staff have signed confidentiality agreements as they may need to handle my medical information from time to time
- ❖ the Practice holds personal information securely, whether it be in electronic or hard copy format.
- ❖ the Practice will not disclose personal information to anyone outside Australia without patient consent.

- ❖ the exceptions to disclose without patient consent are where the information is:
 - Required by law
 - Necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
 - To assist in locating a missing person
 - To establish, exercise or defend an equitable claim
 - For the purpose of a confidential dispute resolution process
- ❖ access to my medical record requires a written request and an appointment with a Doctor.
- ❖ a copy of a medical record to another clinic or personally may incur a fee. The request for medical history will not be processed until any outstanding accounts are paid in full

YOU CAN NOW BOOK YOUR APPOINTMENTS ONLINE

Online appointments can be made through our website www.busbymed.com.au or by downloading the Phone App "HotDoc".

You can also request repeat prescriptions online through our website

Busby Medical Practice has been awarded the prestigious Safety and Quality Award from Australian General Practice Accreditation Limited (AGPAL), the leading provider of General Practice accreditation in Australia. AGPAL selected Busby from 1300 General Practices from all over Australia in 2009



**Accredited
General Practice**



123 HOWICK ST, BATHURST NSW 2795
PH: 02 6332 4266 FAX: 02 6332 2758

INFORMATION BROCHURE

reception@busbymed.com.au

GENERAL PRACTITIONERS

Dr John Schibeci	Dr Atma Rana
Dr Sarah Koffmann	Dr Berlinda Png
Dr Mark Pulley	Dr Samantha Stevens
Dr Anne Sharmila David	Dr Shapla Mahmud
Dr Alvin Dousip	Dr Marcus Hayward
Dr May Tsai	

ALLIED HEALTH PROVIDERS

Dr Suzanne Alder –Psychologist
Aimee Capple – Speech Pathologist

PRACTICE MANAGER

Louise McMahon

PRACTICE HOURS

Monday to Friday: 8.00am – 5.45pm
Saturday: 8.30am – 12.00pm.

AFTER HOURS CARE

Care is available 24 hours a day, 7 days a week. If you require emergency care after hours, please phone 6333 2888 which is the Western Medicare Local Afterhours Medical Service. Your call will be automatically diverted to the doctor on call, or an answering machine will give you instructions of how to contact the on-call doctor

For all emergencies, please call "000"

GP SERVICES

General medical care, which includes checkups, family planning, pap smears, pregnancy tests, ECG, heart check, counselling, vaccinations, INR's, care planning and other health assessments for chronic disease, sports medicine, aged care facility visits and skin checks.

Minor surgery: removal of moles and sunspots, liquid nitrogen freezing therapy for sunspots and warts.

Medicals: trotting, employment, insurance, driving and Q Fever.

ALLIED HEALTH SERVICES

PSYCHOLOGY – Dr Suzanne Alder provides health-related and general psychological services at Busby Medical Practice.

SPEECH PATHOLOGY – Aimee Capple evaluates and treats communication and swallowing disorders. She is experienced with both adults and children

APPOINTMENTS

Please phone 6332 4266 for an appointment. We encourage you to ask for your preferred time and doctor.

Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away.

Standard appointments are 10 minutes.

If you think you will need more than 10 minutes, have a list of issues to discuss or have forms which require completion by the doctor, please ask for a double appointment.

Each appointment is for one person. If you have other family members who require medical care, please make a separate appointment for them.

Please let us know if you or a family member requires an interpreter service, and we will organise this for your appointment.

CONTACTING YOUR DOCTOR

Doctors can be contacted during Practice hours. If the doctor is with a patient, the reception staff will take a message and get the doctor to return your call at his/her earliest convenience. Please advise if your call is urgent and it will be put through to the doctor or Practice Nurse.

GETTING YOUR TEST RESULTS

Please discuss with your doctor when your results are expected at the Practice and how the results will be communicated with you.

HOME VISITS

Home visits are available for existing patients whose condition prevents them from attending the Practice. If you would like a home visit, please discuss this with the reception staff and they will speak with a doctor.

PRACTICE FEES

Busby Medical Practice is a private billing Practice and payment is required on the day of service. Consultations for Veteran Affairs, Pension, Health Care Card holders and children less than the age of 16 may be bulk billed. This at the discretion of the treating Practitioner.

The AMA Fee structure forms the basis of our billing policy and is displayed in the reception area of our Practice.

We provide Easy Claiming Medicare services within the Practice.

PRACTICE WEBSITE

Busby Medical Practice has a website where you can access Practice information including services available, Doctor profiles, appointment bookings, and request repeat prescriptions. Our Website is www.busbymed.com.au

TRAVEL CLINIC

Busby Medical Practice is associated with Travel Clinics Australia whose main aim is to provide the traveller with a qualified doctor specialising in travel health. Our Doctor will identify key components like

where a person is travelling to; their current health and then set a preventative health plan for the traveller. This will include travel vaccines, travel/medical kits and other sundry products.

EDUCATION

The Practice is committed to continuing education for current and future doctors. We regularly train students (future Doctors) who can attend consultations. Please advise reception staff and/or your doctor if you do not want a medical student present at your consultation.

Our doctors are very sensitive to the needs of patients and will ask the student to leave the room at any point during your consultation if you are uncomfortable.

ON SITE PATHOLOGY

For your convenience, all blood tests and other forms of pathology can be collected by the onsite pathology collectors between 8am and 1 pm Monday to Friday

PRIVACY

We have a Privacy Policy which is displayed in our waiting rooms and available from our website

COMPLAINTS

Busby Medical Practice is always looking to find ways to improve our service. Please tell us if our service fails to meet your expectations. You may prefer to write to us or to use our suggestion box.

If you should wish to take your concern further and feel that you need to discuss the matter outside the Practice. You can contact:

Health Care Complaints Commission
Ph: 1800 043 159
Address: Locked Mail Bag 18
Strawberry Hills NSW 2012
Email: hccc@hccc.nsw.gov.au