

## Confidentiality

Your medical record is a confidential document. It is the policy of this practice to uphold the security of your personal health information at all times and to ensure that this information is only available to authorised members of staff.

We abide by the 10 National Privacy Principles at [www.privacy.gov.au/health/index.html](http://www.privacy.gov.au/health/index.html)

## Reminder system

We phone, SMS or email patients to remind them of their appointments and any tests/immunisations that are due.

We may also issue you with a National or State reminder notice from time to time offering you preventative health services. If you do not wish to be part of this system please let reception know.

## Feedback and complaints

Patients are encouraged to give feedback, complaints or suggestions the Practice Manager. Please feel free to put these in writing and hand to reception or contact the practice via our website.

We are committed to responding to, and acting on your feedback. If you feel there is a need to speak to a third party, you may refer to:

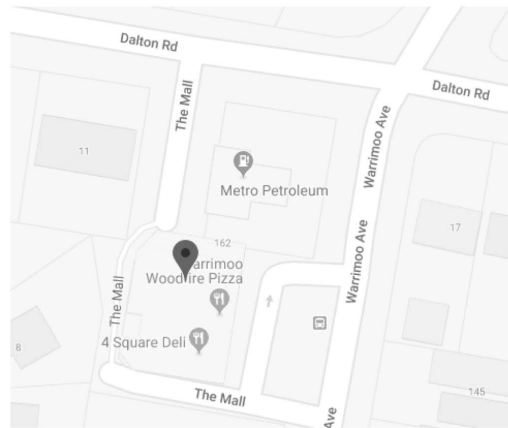
Health Care Complaints Commission, Locked Bag 18, Strawberry Hills, NSW 2010, Ph: 02 9219 7444

## Results

The doctor, when ordering investigations, will advise when your results are expected to arrive at the practice. In general, please make an appointment with your doctor to discuss the results unless otherwise advised. For urgent results you will be contacted by phone.

## Interpreter Service

Patients who do not speak or read English, or who have special communication needs are offered the choice of using the assistance of a language service to communicate with the Doctor. Please notify the receptionist if you need this service.



## Location

This practice is located in St Ives Chase, located in the Colonial Shopping Centre. Street parking is available surrounding the practice.

## Opening hours

For your convenience North St Ives Medical offers General Practitioner services 6 days a week.

Monday to Friday 8am to 6:30pm & Saturday 8am to 12pm



## PRACTICE INFORMATION

*Serving the community for over 35 years*

## North St Ives Medical Practice

**(02) 9144 7340**

**160 Warrimoo Avenue  
St Ives Chase NSW 2075**

### TRADING HOURS

**Mon-Fri: 8am-6:30pm**

**Sat: 8am-12pm**

**Closed Public Holidays**



## General Practice in St Ives open 7 days a week

### *Philosophy*

We aim to provide a high quality healthcare facility that is tailored to your needs. We provide comprehensive treatment choices with an emphasis on healthy living and disease prevention in a friendly, caring and comforting environment.

### *Patient identification*

Identifying patients consistently and correctly is a key element in reducing the risk of adverse events and enhancing patient safety. We abide by the RACGP standards and request at the time of your appointment you identify yourself by any three of the following:

- Patient name (family and given names)
- Date of birth
- Gender (as identified by the patient themselves)
- Address

### *Services available*

Our doctors and nurses are here for all your medical needs. In addition to routine consultations, the following services are available:

- Men's Health
- Paediatric Care
- Women's Health
- Comprehensive skin checks

For a complete list of our services please go to our website.

**NORTHSTIVEMEDICAL.COM.AU**



### *Fee schedule*

#### Consultations

All accounts are payable at the time of consultations. Medicare rebates apply. For more information go to our website.

### *Workers compensation*

As per Work Cover Australia Fee Schedule

\* Payable at the time of consultation by the patient until the insurance claim is accepted



### *Patient's right to participate in decisions about their healthcare*

Our doctors encourage their patients to participate in decisions about their healthcare. If you have any questions regarding the purpose, importance, benefits, risks and possible out of pocket costs associated with your treatment don't hesitate to speak with your doctor. There are a range of brochures and leaflets available to support your decisions in the waiting room and with our practice nurse.

### *Telephone Policy*

If you are a patient of this practice and you require to speak to your doctor your details will be taken and will be attended to accordingly. If the matter is urgent your call will be transferred to the nurse or doctor on duty.

### *Appointments*

In general we run an appointment system and endeavour to keep as close to time as possible. Patients with an appointment will have priority over those who do not, however urgent medical problems will always be dealt with promptly.

You can usually expect to spend 15 minutes with your doctor. This may change if there has been an

emergency or if the practice is very busy. If you need a longer appointment please advise reception when making your appointment.

Appointments can also be made online via our website [northstivesmedical.com.au](http://northstivesmedical.com.au) If the day you select shows no available bookings and you require medical care kindly call our reception staff and they may be able to fit you in.

### *Afterhours*

For medical assistance after hours please phone the Sydney Medical Service on 1300 466 347. If it is an emergency please phone 000 for an ambulance or present to the Emergency Department of your nearest hospital.