

AFTER HOURS

For afterhours assistance please phone:

Wollongong Radio Doctor - 02 4228 5522

You will be informed if fees apply.

For urgent medical attention please call 000

APPOINTMENTS

We run by an appointment system to minimise your waiting time, however urgent cases will be seen on the day. A routine appointment is 15 minutes.

Appointments can be made online via our website www.corrimalhealthcarecentre.com.

Walk-in appointments are available and will be triaged accordingly.

Due to unforeseen circumstances, such as an emergency, delays can sometimes occur, and your patience would be appreciated if this should happen before your appointment.

If you require a longer appointment, please discuss this with the receptionist when booking your appointment.

We ask patients to arrive on time for their appointment so other patients are not inconvenienced.

HOME VISITS

Home/nursing home visits can be made if you live within the local area and are too sick to come to the practice.

A visit can be arranged at a convenient time, usually during the doctor's lunch break or at the end of their session.

It is best to phone early in the day if you require a home/nursing home visit. You will be informed if fees apply.

PATIENT FEEDBACK

We invite our patients to complete a patient survey on their experience at our practice. These surveys are completely confidential and will help us to improve our services to you.

We take your concerns seriously so please feel free to talk to your doctor, the practice manager or one of the staff members about any problems you may have had with our service.

We believe that problems are best dealt with within the practice. However, if you feel there is a matter you wish to take up outside the practice, you may contact:

Health Care Complaints Commission
Locked Mail Bag 18 | Strawberry Hills | 2012
P: 1800 043 159 | E: hccc@hccc.nsw.gov.au

COLLABORATING WITH PATIENTS

This practice takes an active approach to ensure the best outcomes for patients at all times even if they choose to reject investigation and/or management advice.

Doctors and practice staff respect the right of all patients to make investigation and treatment choices.

MANAGING YOUR PERSONAL HEALTH INFORMATION

Your health record is a confidential document. Our practice policy is to maintain protection of your personal health information at all times and to ensure that this information is only available to authorised members of staff.

Please ask for our Patient Privacy Brochure for further information on your privacy.

Corrimal

**HEALTHCARE
CENTRE**

02 4283 3344

3/203-215 Princes Highway

Corrimal | NSW | 2518

F: 02 4284 3444

E: corrimalhealthcare@outlook.com

W: www.corrimalhealthcarecentre.com

OPENING HOURS

Monday to Friday: 8:00am-5:00pm

Saturday: 9:00am-2:00pm

Sunday: 9:00am-2:00pm

GENERAL PRACTITIONERS

DR VIDYA ADAPPA MBBS FRACGP
General Medicine

DR INNOCENT NWALI MBBS MRCGP FRACGP
General Medicine, Skin Cancer Medicine

DR ANJUM SHAIKH MBBS FRACGP
General Medicine

DR MOHAMMED TAMER MBBS
General Medicine

PATIENT INFORMATION BROCHURE

OUR SERVICES

- Health Checks
- Women's Health
- Men's Health
- Children's Health
- Senior's Health
- Sexual Health
- Implanon insertion and removal
- Prostate Testing
- Cryosurgery
- Minor Procedures
- Skin Checks
- Immunisation
- Flu Vaccination
- Antenatal Shared Care
- Weight Management
- Diabetes Care Plans
- Asthma Care Plans
- Osteoporosis Care Plans
- Mental Health Care Plans
- WorkCover
- Driver's Licence Medicals
- Pre-employment Medicals

CANCELLATIONS

If you are unable to attend your appointment, please contact the practice at least four hours before the appointed time. That way we can re-book the appointment and make another appointment for you.

Failure to cancel your appointment may incur a fee.

INTERPRETER SERVICES

National Relay Service (NRS)

Phone access service for people who are deaf or have a hearing or speech impairment

Phone: 133 677

Translating and Interpreting Service (TIS)

For patients who require an Interpreter

Phone: 131 450

COMMUNICATING WITH YOU

Your doctor is available by telephone during opening hours; however because calls may inconvenience other patients while having their consultation, messages can be left for the doctor to return at the end of the day. In some cases, the nurse or receptionist may be able to assist you. If your call is urgent you will be put through to a clinical staff member.

COMMUNICATING VIA EMAIL

Emails are checked periodically throughout the day and will usually be actioned within one business day. Please do not email us regarding an urgent matter.

If you need to speak with us urgently, or do not receive a reply to your email please contact us by phone on 02 4283 3344 during opening hours.

TEST RESULTS

Your doctor will advise you when they expect to get your results back; and you will be contacted if the doctor requests to see you following any tests.

We ask that you make an appointment with your doctor if you wish to discuss your test results.

Please note that our reception staff are unable to give out any test results over the phone.

FEE STRUCTURE

Corrimal HealthCare Centre bulk bills patients who hold a current Medicare Card.

Patients who do not hold a Medicare Card will be privately billed - a Schedule of Fees is on display at reception.

Pre-Employment Medicals and Commercial Driver's Licence Medicals will attract a fee.

REMINDER SYSTEM

Our practice is committed to preventive care and participates in National and State reminder systems. We offer a reminder system for cervical smears, immunisations, blood tests and other preventive health services appropriate to your care.

If you do not wish to be part of this system, please advise your doctor.

SCRIPTS

We ask where possible that you try to obtain your scripts during your consultation. If you need repeat scripts, we ask that you make an appointment to see your doctor so that the medical condition for which the scripts are written can be checked.

REFERRALS

All referrals require an appointment. We prefer to discuss your condition with you before referring to a specialist. If you have previously seen a particular specialist for an ongoing problem and require a repeat referral, please advise our receptionist.