

BRAIDWOOD MEDICAL CENTRE

PRACTICE INFORMATION

Doctors

- **Principal Doctor** - Dr Noor Ahmed
- Dr Adesua Kuku

The Practice Team

- **Practice Manager:** Cheryl Keeley
- **Practice Operations:** Natalie Grieshaber
- **Practice Nurse:** Judy Anderson
- **General Practice Pharmacist:** Juliet Contreras
- **Receptionists:** Bronwyn Brown, Gay Schrieber

Patient Responsibilities

Patients have the responsibility to:

Keep appointments and arrive on time, you should advise reception as soon as possible if you need to cancel or change appointments.

Provide to the best of their knowledge accurate and complete information about their past and current medical status and report any changes to their medical status.

Participate in discussions about their care plan, ask questions and inform the medical provider if they do not understand the proposed treatment.

Follow the care plan to which they agreed and any follow-up instructions and/ or recommendations for their care.

Respect staff and not engage in behaviour considered unsafe toward staff. Patients who are under the influence of alcohol or illegal drugs may not be treated.

Patient rights and feedback

If you have any concerns, suggestions, or complaints please let us know. We take all feedback seriously and your information is treated strictly confidential. You may choose to remain anonymous. You can:

Talk to your GP or our Practice Manager

Email pm@braidwoodmc.com.au

Webpage: www.braidwoodmc.com.au

Concerns can also be lodged with the NSW Health Care Complaints Commission.

NSW Health Care Complaints Commission

Address: Locked Mail Bag 18, Strawberry Hills 2012

Phone: 1800 043 159.

About Braidwood Medical Centre

The team at Braidwood Medical Centre is focused on providing a holistic health care service for all patients.

The General Practice services are combined with visiting Specialists, Allied Health Professionals, and Community Health Services.

Fees and Billing Arrangements

All general practice services provided to Medicare and DVA cardholders will be bulk billed. All non-Medicare/DVA services, such as Workers Compensation, insurance forms, and medicals, are payable at the time of the visit. Please ask reception for more information on current fees or visit www.braidwoodmedical.com.au

Non-general practice services provided by visiting specialists, allied health personnel, or community health services may attract a fee that is payable according to the terms of the service provider.

Appointments

Appointments are necessary to book call 02 4842 1034 or visit www.braidwoodmc.com.au Every effort will be made to accommodate your preferred GP, time, and date.

Emergencies will always be given priority and staff will try to contact you if there is a delay or your GP has been called out. If you require extra time with the GP, for example, for procedures or employment medicals, please ask reception to book a longer consultation.

If you or a family member requires an interpreter service, we can organise this for you. Please let us know when you make the appointment. We strive to adhere to our appointment schedule. Your patience is requested when circumstances are beyond our control.

Services Available

- Aged care
- Childhood health checks
- Childhood immunisation
- ECG heart checks
- General check-ups
- GP Management Plans
- Health assessments
- Immunisations
- Vaccinations
- Men's health
- Mental Health Care plans
- Medicals
- Pregnancy tests and care
- Quit smoking guidance and support
- Travel medicine and vaccinations
- Workcover

After Hours Care

The GPs at this practice cover the “on-call” roster at Braidwood Multipurpose Health Centre.

Patients requiring medical attention after hours are advised to contact the Braidwood MPS on 02 4842 9006 or in emergencies call 000.

Smoking policy

Braidwood Medical Centre has a no smoking policy.

Telephone access

Our reception staff will note all incoming calls but will not generally interrupt the GP when in consultation. The GP will be given the message and will respond accordingly.

In an emergency, your call will always be put through to the appropriate person, this may be the practice nurse or GP.

Test or procedure results

Your GP will advise you when they expect results to arrive at the practice. Please make an appointment to find out your results and what they mean for you.

Repeat prescriptions / referrals

Repeat prescriptions or referrals will only be issued through consultation with your GP and are valid for 12 months. If you would like assistance in faxing the referral, please see the reception staff.

Reminder system

The practice is committed to preventative care. We may send you a reminder notice from time to time offering you Preventative health services appropriate to your care. If you do not wish to be part of this system, please let our receptionist know.

Managing your personal information

Your medical record is a confidential document. It is the policy of the Braidwood Medical Centre to always maintain the security of personal health information and to ensure that this information is only available to authorised members of staff.

Privacy policy and disclaimer: www.braidwoodmc.com.au

Braidwood Medical Centre abides by the Australian Privacy Principles