

MANAGEMENT OF HEALTH INFORMATION

Busby Medical Practice needs to collect personal information on each patient for the primary purpose of providing quality health care. This information 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, if you do not wish to participate please notify reception
- ❖ 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 written request and an appointment with a Doctor.
 - ❖ a copy of 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 "Appointuit".

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



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

INFORMATION BROCHURE

GENERAL PRACTITIONERS

Dr Alan McCreery	Dr John Schibeci
Dr Cathy Marshall	Dr Philippa Johnson
Dr Mark Pulley	Dr Samantha Stevens
Dr Trung Tran	Dr Atmaram Rana
Dr Anne Sharmila David	Dr Berlinda Png
Dr Kellyanne Bradley	Dr Yu (Lisa) Liu

ALLIED HEALTH PROVIDERS

Dr Suzanne Alder –Psychologist
Aimee Capple – Speech Pathologist

PRACTICE NURSES

Gai Healey	Melissa Lane
Kendal Ball	Vicki Whyte
Christine Thompson	Katrina Adams

PRACTICE MANAGER

Louise Warry

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 check ups, 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

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 doctor, please ask for 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, 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 patients whose condition prevents them attending the Practice. If you would like a home visit, please discuss this with reception and they will speak with a doctor.

PRACTICE FEES

Fees are payable at the time of consultation by cash, cheque, Mastercard, Visa or eftpos

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 does have a website where you can access Practice information including services available and Doctor profiles, book appointments online 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 12pm 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