

Your Personal Health Information:

Your doctor needs information about your past and present health in order to provide you with high quality care. This practice will ensure that you are able to discuss your health with your doctor in private. Your doctor will only collect information which is relevant to your medical care. If you are uncertain as to why information is being requested, ask your doctor.

This practice follows the guidelines of the *"Handbook for the Management of Health Information in Private Medical Practice"*

The handbook incorporates the provisions of Federal and State Privacy Legislation. This means that your health information is kept private and secure.

The practice has a written policy on personal health information - this policy is available to all patients for inspection.

Your Access To Your Health Information:

You have access to the information contained in your medical record. You may ask your doctor about any aspect of your health care including information in your record. We believe that sharing information is important for good communication between you and your doctor and for good health care.

Providing Your Information To Others:

Your doctor will not disclose your personal health information to a third party unless:

- You have consented to the disclosure
- The disclosure is necessary because you are at risk of harm without treatment & you are unable to give consent - for example you might be unconscious after an accident; or

- Your doctor is legally obliged to disclose the information. (eg: notification of a certain infectious disease, suspected child abuse, or a subpoena or court order)
- The information is necessary to obtain Medicare payments or other health insurance rebates
- There is an overriding public health and safety interest in the release of the information

Resolving Your Concerns Regarding The Privacy Of Your Health Information:

If you have any concerns regarding the privacy of your health information or regarding the accuracy of the information held by the practice, you should discuss these with your doctor. Inaccurate information will be corrected or your concerns noted in the records. For legal reasons, the original notes will be retained.

Further Information On Privacy Legislation Is Available From:

Office Of The Federal Privacy Commissioner
Ph: 1300 363 992
Office Of The NSW Privacy Commissioner
Ph: 02 92685588

Phone Policy:

Phone calls will not be forwarded to our clinicians, messages will be taken and calls returned. Scripts will not be issued by telephone request, consultations are required with your GP.

*Shoalhaven Family Medical Centres
does not use email for
general correspondence.*

The Management of Recalled Results:

A patient is usually recalled for an abnormal result where it is essential that the patient returns for a follow up consultation with their doctor. All Recalls are handled in full privacy. No results will be given over the phone.

Appointment Reminders and Recall Registers:

Patients at this practice will be offered the opportunity to join recall registers which ensure you will receive a reminder and a recall when certain health checks are due such as PAP Smears, Annual Health Assessments and Reviews of your Care Plans. Patients may opt out of our Recall Registers at any time.

Our practice offers Electronic Reminders for booked appointments, which includes SMS Text to your mobile phone and/or an Email sent. If you can not attend your booked appointment a courtesy call would be appreciated. *(Repeat Offenders will be charged a \$50 did not attend fee for missed appointments payable before their next consultation)*

National, State or Territory Registers and Reminder Systems are utilised for your health care convenience

Shoalhaven Family Medical Centres
are dedicated to providing patients with
accessible, equitable, affordable, high quality
Medical and Nursing Care



All services will be **Bulk Billed** except for
Private / Insurance Medicals & Reports.
If there is a fee involved you will be
informed when booking your appointment

Health Services Offered Include:

- Early Childhood and Adult Immunisations
- Baby and Early Childhood Development Checks
- Women's Health including PAP Smears and Breast Examination
- Men's Health
- Health Assessments
- Chronic Disease Management and Care Plans
- Aboriginal and Torres Strait Islander Closing The Gap Program
- Credentialed Mental Health Support Nurses
- Credentialed Diabetes Educators
- Podiatrist
- Social Worker
- Nurse Practitioner
- Dietitian
- Travel Vaccine Advisory Service
- Antenatal Shared Care
- Drug & Alcohol Counselling
- Telehealth Consultations with Specialists
- 24 hour Holter Monitor Service
- Pregnancy Testing
- Minor Theatre - for excision of skin cancers, foreign bodies, suturing lacerations & Implanon insertion
- Dressings and Wound Care, ECG, Spirometry, Arterial Doppler Studies, Ear Syringing, INR testing
- Medicals for driving employment, recreational diving and insurance purposes may incur a fee

SOUTHERN PATHOLOGY *ON SITE*
***OPEN* Monday - Friday 8:00am - 4:00pm**

**Providing Compassionate, High Quality Care To
Our Patients & The Community**

After Hours:

After Hours GP Hotline - Ph: 1800 022 222
Shoalhaven Hospital, Nowra - Ph: 02 44213111

Appointments:

Longer appointment times are available,
please inform reception staff at the time of booking

Emergency appointments are available on the same
day, please inform staff that you have a urgent medical
problem and require an urgent appointment

Home Visits are available to qualifying patients,
please ask reception staff

We Welcome Constructive Feedback:

Compliments or Complaints should be
directed to your doctor or our
Practice Manager in the first instance.
Should you remain unsatisfied you have the
right to direct complaints to:

NEW SOUTH WALES
Health Care Complaints Commission
www.hccc.nsw.gov.au
Ph: 1800 043 159

This is a QPA Accredited Practice

Accredited by



Basin View Medical Centre

**3 Tallyan Pt Rd
Basin View NSW 2540
Ph: (02) 44434959**

Dr Sithara BOGODA MBBS; DCCM ;FRACGP
Dr Chaminda HETTIGE MBBS; MD
Dr Hoa NGUYEN MBBS

OPENING HOURS

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

BOOK ONLINE: www.sfmc.net.au

BULK BILLING MEDICAL CENTRE
(excluding Private Medicals)

