

### **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*

*Vincentia Medical Centre is a Teaching Practice for the University of Wollongong, Graduate School of Medicine*



\*Student Doctors attend consultations with Dr Pham and Dr Smith  
Please Inform Reception Staff if you do not wish for the medical student  
to be present during your consultation

**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 7:30am - 4:30pm**

**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

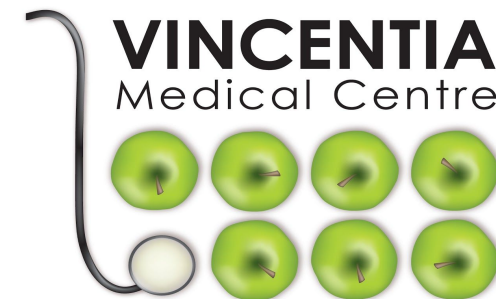
#### We Welcome Constructive Feedback:

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](http://www.hccc.nsw.gov.au)  
Ph: 1800 043 159

**This is a GPA Accredited Practice**

Accredited by



**Vincentia Medical Centre**  
**5 Halloran Street**  
**Vincentia NSW 2540**  
**Ph: (02) 44432443**

**Dr Hao PHAM** MBBS; FRACGP; FACRRM  
**Dr Trevor SMITH** MB.Ch.B; MFGP(SA); FACRRM  
**Dr Chaminda WIRTHAMULLA** MBBS; MD; FRACGP  
**Dr Induni RUPASINGHE** MBBS; FRACGP  
**Dr Ranil PERERA** MBBS; FRACGP  
**Dr Mariyam WALLS** BM; DRANZCOG  
**Dr Joris BROEDERS** MD; PhD  
**Dr Thomaz DELBONI** MBBS  
**Dr Bruce WHITE** MBBS  
**Dr Srisenthan SARANIYA** MBBS  
**Dr Dipayan MALAKAR** MBBS; MRCP (UK); FRACGP  
**Dr Duminda RUWAN** MBBS  
**Dr Ray HADDAD** MBBS

#### OPENING HOURS

**Monday - Friday** 8:00am - 6:00pm  
**Saturday & Sunday** 9:00am - 2:00pm

BOOK ONLINE: [www.sfmc.net.au](http://www.sfmc.net.au)

**BULK BILLING MEDICAL CENTRE**  
(excluding Private Medicals)

