

## **What we hope to do**

We really care about our patients and want to provide excellent care, as close as possible to your appointment time.

We know you want excellent care and often have several issues on your mind.

We do understand that many patients are very busy and don't like waiting. We know you understand that it is a complex task managing the demands of many different people, some of them very unwell.

## **Here is some important information to help you**

Our standard consultations are booked at 15minute intervals.

A double consultation allows the doctor to spend up to 25-30minutes with a patient.

If each doctor runs just 5 extra minutes with each patient, the doctor will be running one hour late toward the end of the session. We want to avoid this happening as much as you!

## **Please**

Try and book for the same doctor if you have complex continuing problems.

Remember we try and fit in emergencies and take longer when serious unpredicted problems arise. One day it may be you we need to do this for so we thank you for your understanding!



## **At the time of booking**

Let us know if you need a longer appointment.

Let us know if there is financial hardship.

Let us know if you have changed your address, phone number or other details.

Let us know if you need a medical, immunisation, dressing or other procedure.

Please bring your recent discharge letter, X rays or your current medications (especially if you want to discuss them/change them) – this could really save time looking for them or trying to work out what is going on.

## **When you arrive**

Let the reception staff know you have arrived. Please arrive a few minutes ahead of your consultation so we can change details if they have changed.

Let reception know if you are on a tight schedule – you can be told if any problems may arise.

## **When you start your consultation with the doctor**

Let doctor know at the beginning of the consultation if you need the following: medical certificate, Centrelink certificate, immunisations, pap smear.

Please tell the doctor if there are some important issues that are on your mind. If you have had the thought that you might have a serious illness eg cancer or heart disease or if you have been feeling so you think life is not worth living, please tell the doctor at the beginning of the consultation.



## **Please don't**

Please don't expect us to fit other members of the family in if we are already fully booked

Please don't expect the doctor to deal with serious extra information in the last 3 minutes of the consultation. It is not easy to deal with extra complaints eg chest pain, suicidal thoughts, worries about cancer etc in a few minutes. Help yourself and the doctor by bringing your main concerns to the doctor early in the consultation.

Please don't ring for results on Saturdays. It is best to ring when your doctor is actually around in case there is some doubt about what follow up is required.

## **After the consultation**

Please remember to see the receptionists re billing and further appointments.

Please let the reception staff know if you will be waiting for the nurse for a nursing procedure such as an immunisation, wound dressing etc.

## **Missed appointments**

We ask patients to give us 4 hours notice if they cannot attend an appointment. If we don't get notice and an appointment is missed we will charge \$20.00.

We understand that sometimes a serious unavoidable situation arises. Please tell us if this is the explanation for your missed appointment.

