



PRACTICE INFORMATION SHEET

CARING FOR YOUR HEALTH

Haven Medical Care is a General Practice offering a broad range of general health services including preventive health and chronic disease management.

We promote excellence in health by providing comprehensive and complete health care for the patients in our community.

- **Address: G3/6 Pine Tree Lane, Terrigal NSW**
- **Phone: 02 4385 9009**
- **Fax: 02 4312 6767**
- **Opening Hours: Monday to Friday 9am-5pm**

AFTER HOURS ASSISTANCE:

Available at Bridges After Hours GP Clinic Erina. Located at 169 The Entrance Rd, Erina NSW 2250.

Telephone: 02 4367 9699.

For any medical emergency such as chest pain or severe bleeding, please call 000 immediately. The nearest local hospital is Gosford Hospital located at Holden Street, Gosford. NSW 2250.

Ph: 02 43202 111.

OUR GENERAL PRACTITIONERS:

Dr Bernardito Alcid- Practice Principal
BSN MBBS MRCGP FRACGP

Dr Alcid is the practice principal; he completed his degree at the University of London in the UK. He has wide experience in Paediatrics, Obstetrics, Cardiology, Orthopaedics, Surgical Procedures, Emergency Medicine, Mental Health, and Chronic Disease Management. He is passionate about Elderly care, Diabetes, Cardiac and Respiratory illnesses.

Dr Siddharth Kamble
MBBS FRACGP

Dr Kamble is an experienced Medical Practitioner with special interest in Family Medicine and Minor Surgical Procedures. He enjoys dealing with the whole person in this practice and has experience with children, adults, and the elderly. He is an enabler for your health by engaging with you to

educate, coordinate care and manage all your health issues, large or small.

Mrs Grace Alcid BSN RN

Grace completed her Bachelor of Science in Nursing in 1996, she is a very experienced registered nurse working in the UK National Health Service for 15 years before migrating to Australia in 2015. She is very passionate about her healthcare and family medicine.

Mrs Elisa Kissick Practice Nurse

Elisa is an experienced practice nurse, her career spans over 17 years and has included working in Hornsby and Gosford Hospital. Elisa has brought all of her knowledge and experience into general practice and is enjoying working in a primary health setting.

Charlie Bailey Receptionist

Charlie is a very competent and efficient receptionist joining our team in January 2021 who carries out all her duties in a very caring and compassionate manner.

Brielle Culpan Receptionist

Brielle joined our team in January 2021, she is a very proficient receptionist, treating all patients with extreme care and understanding.

Tanya Jones Practice Manager

Tanya joined our practice in 2020 bringing with her many years of experience in General Practice. Her skills and knowledge assisting in our accreditation process and the implementation of new policy and procedures to improve the workflow of the practice.

PRACTICE FEES

We are a **Mixed Billing Practice**.

We offer bulk billing to valid DVA gold card holders and children under 5 years of age who have a valid Medicare Card.

Telehealth appointments will be charged a private fee, NOT bulk billed.

Concession rates apply to pension and healthcare card holders.

Healthcare assessments, care plans for chronic disease management, excluding Mental Health Care Plans are directly billed to Medicare. Mental Health Care Plans will be charged a **private fee**.

PATIENT PHONE CALLS (RECEIVING AND RETURNING)

Should you wish to speak with your doctor you may leave a message with reception and your doctor will return your call when possible. If the call is regarding a medical condition, it may be more appropriate to make an appointment to see a doctor.

RESULTS

It is very important that you book an appointment with your doctor to discuss your results of

investigations you may have been asked to undertake including blood tests, x-rays, cervical screening. A “normal” result does not necessarily mean nothing is wrong. Not all problems will show up in your results and further assessment may be required.

Our doctors check all incoming results through out each day, if further follow up is required the receptionist will contact you to arrange a follow-up appointment, for urgent abnormal results the doctor will call the patient to advise.

REFERRALS

To receive a Medicare rebate for specialist’s services you require a current referral from your GP. This assists in ensuring your specialist are made aware of any relevant information that may be needed to assist in your care.

Please ensure that you check with your specialist’s secretary about whether your referral is valid when you make your specialist appointment. If not please make an appointment to see your doctor prior to your specialist appointment. Medicare does not allow referrals to be back dated, so if you want to receive a Medicare rebate for your specialist visit, please see your doctor prior to seeing the specialists.

SCRIPTS

It is important that you are reviewed prior to issuing scripts to reassess your progress and review if it is appropriate for you to continue on that medication and that dose. Therefore, if you are on your last repeat please ring and make an appointment so you don’t run out of your medication. Scripts will not be written without review, except in exceptional circumstances.

TRAVEL

Travel is great fun, but can also result in serious illness. Now travel is beginning to open up again, depending on where you are going you may need vaccinations to prevent having your holiday ruined by illness. Please make an appointment at least 6 weeks prior to your departure, if possible, as this will allow sufficient time for your body to respond well to any vaccinations that may be required.

PERSONAL HEALTH INFORMATION

Haven Medical Care collects information from you for the primary purpose of providing quality health care. We require you to provide us with your personal details and a full medical history so that we may properly assess, diagnose and treat illnesses and medical conditions, ensuring we are proactive in your health care. To enable ongoing care, and in keeping with *the Privacy Act 1988* and *Australian Privacy Principles*, we wish to provide you with sufficient information on how your information may be used or disclosed.

The information we collect may be collected by a number of different methods, and may include, but not limited to: medical test results, notes from consultations, Medicare details, data collected from observations and conversations with you, and details obtained from other healthcare providers (e.g. specialist correspondence).

Information collected can be used for:

- Administration purposes in the operation of our general practice
- Billing purposes
- Follow-up reminder/recall notices for treatment and preventative care
- Disclosure to others involved in your health care, including treating doctors and specialists
- Accreditation and quality assurance activities to improve individual and community health care and practice management

- For legal related disclosure as required by a court of law.
- To comply with any legislative or regulatory requirements, e.g. notifiable diseases.

You will be provided with our Patient Health Information Management Policy when registering as a new patient to read and sign, which is then scanned and documented into your file.

Patients of this practice have a right to access their personal health information under legislation, *the Privacy Act 1988* and *Australian Privacy Principles*.

- Although patients can request access to their personal health information verbally, patients are encouraged to make this request in writing, and the Practice will respond in a reasonable time-usually no more than 30 days (please refer to the practice document titled 'Accessing My Medical Record' which can be provided at reception). The document outlines the process the Practice will take to respond to such requests, and provide any reason as to why the practice may not be able to comply with the request, correct details within their personal information.
- Any request in writing should be sent to: The Practice Manager, Haven Medical Care Terrigal, 3/6 Pine Tree Lane, Terrigal NSW 2260 & marked 'Private & Confidential'. Requests may also be sent by email to: terrigan@havenmedicalcare.com.au
- For Medical Records transfer, when requested by a patient to be sent to another practice, we require a written and signed request form with photo ID of the patient. This does incur a fee for the encrypted medical records to be downloaded onto a disc XML format and the postage via registered mail.

PROVIDING PATIENT FEEDBACK

It is important to ensure that we continually improve the way we deliver our services. To do this well, we will ask that you feel free to provide feedback.

If you are unhappy about a health service provided to you or a family member, please always try speaking with your treating doctor as a matter of priority. However, for further advice regarding health service-related complaints please contact Health Care Complaints Commission. (HCCC) Telephone: (02) 9219 7444 or 1800 043 159 (Toll Free in NSW)

OUR SERVICES

IMMUNISATIONS

All childhood and adult immunisations can be administered here at Haven Medical Care.

EAR SYRINGING

Please make an appointment to see your doctor and the nurse if you require this service.

DRESSINGS AND WOUND CARE

Our highly qualified nurses are trained to manage dressings and wound care.

MINOR SURGERY AND PROCEDURES

We have a dedicated treatment room for minor surgeries and procedures. e.g. skin cancer removal, wound repair (suturing and dressings), iron infusions, Implanon insertion and removal

PRE-EMPLOYMENT MEDICALS

Our doctors can assist you and your employees with pre-employment medicals.

WORKERS COMPENSATION

Our doctors can manage workplace related illness and injury care, support with workers compensation management and return to work plans and injury prevention programs.

ABORIGINAL & TORRES STRAIT ISLANDER INDIGENOUS HEALTH

Our practice provides care for patients from Aboriginal and Torres Strait background. Please notify the receptionist or doctor if you are from this background

INTERPRETER SERVICES

If you wish to use interpreter service, please advise the reception staff when you book your appointment. We will arrange interpreter service via phone through TIS.

NO SMOKING POLICY

We respectfully request that you refrain from smoking at the surgery, this includes the waiting room, the consulting room, and the front entrance

COMMERCIAL DRIVERS LICENCE RENEWAL

Medical assessments for Truck/Taxi and commercial vehicle licence can be arranged, please note they are unable to be claimed through Medicare, there is a private fee for this service, please speak to our receptionist for more details.

STANDARD CONSULTATION:

1 or 2 uncomplicated issues to discuss, e.g. Repeat Prescriptions, Dressings, Referral, Returning with X-rays, Test Results

LONG APPOINTMENT:

If you feel you need more time with the doctor, 2 or more issues to discuss. e.g. Counselling, Regular Health Checks, Driver's License Renewals.

EMAIL

Here at Haven Medical Care, email communication with our patients is discouraged. If you have elected to receive communication via email and have given written consent, please be aware there is an element of risk that the information could be intercepted or read by someone other than the intended recipient. Communication with patients via electronic means is conducted with appropriate regard to privacy. No email communication is used, or intended to be used to obtain advice or information related to patient care. Our email is not set up for patients to request prescriptions, referrals, results, or change of appointment time. Please phone the surgery on 02 4385 9009 and we will be happy to help you with any inquires and if required arrange an appointment for you to see your doctor.

Our practice will only provide information that is of a general, non-urgent nature and will not initiate electronic communication (other than SMS appointment reminders) with patients.