

The Junction General Practice

1/142 Union Street

The Junction NSW 2291

Ph: 4969 3811

Fx: 4969 4138

Email: reception@thejunctiongp.com.au

Website: www.thejunctiongp.com.au

Our practice offers 8 high skilled GP's so you can select the doctor of your choice.

- Dr Paul Martin
- Dr Luke Dan
- Dr Bonnie Dinkovski
- Dr Catherine Dan (time/days vary)
- Dr Anna Levinson
- Dr David Jones
- Dr Madonna NG
- Dr John Chandler (on indefinite leave)

Our practice also offers Physiotherapy and Podiatry services on site:

- Adam Leslie – Physiotherapy (Tuesday & Thursday mornings)
- Brittany Carracher – Podiatry (Tuesdays) Mob: 0408 631 990 for appointments

We have 3 nurses who are available for immunisations, vaccinations, Health assessments, ECG's, BP Monitoring, wound care and can assist with other health concerns.

Nurses:

- Jo
- Gina
- Julie

Our Team

Practice Manager – Jackie Martin

Medical Reception Team/Administration:

- Lisa
- Annika
- Meri

Opening Hours:

Monday – Thursday	8.30am – 5.30pm (close daily 12.30pm – 1.30pm)
Fridays	8.30am – 4.00pm
Saturdays	Closed
Sundays	Closed

After-Hours

If you have an emergency and you need medical assistance, you should call 000 or visit your nearest emergency department. For non-urgent health services, you can contact GP Access after-hours on 1300 130 147 or Health Direct on 1800 022 222 (this is a 24hour help line)

Billing & Payments

We are a Private Billing practice therefore consultants will incur a fee.

However, most face-to-face consultations are subject to Medicare Rebates meaning you may be eligible for a Medicare Refund.

Pensioners & Health Card Holders are eligible for a discount fee.

There are some services that are not eligible for a Medicare Rebate, please check with our reception staff if you have any questions regarding your appointment and billings.

Payment can be made via Cash, Eftpos, Visa, Mastercard or AMEX.

Please see table below for current charges (as of August 2023):

The practice continues to cover additional costs to continually provide safe and quality health care to all patients.

Standard Consultations

Level	Private	Pension/HCC	Rebate	Out of pocket expense
3a	\$55.00	\$45.00	\$18.85	\$36.15 / \$26.15
23b	\$96.00	\$72.00	\$41.20	\$54.80 / \$30.80
36c	\$160.00	\$125.00	\$79.70	\$80.30 / \$45.30
44d	\$210.00	\$170.00	\$117.40	\$92.60 / \$52.60

Our prices remain competitive within the healthcare sector and for the quality of service that we provide and as always, we are focused on the best health care for our patients.

We appreciate your understanding and continual support for our GPs and Nurses who continue to constantly provide the best health services to all.

Services

As well as routine consultation, the following services are available:

- Medical Check ups
- Healthy Heart checks/ ECG
- Family Planning
- Pregnancy Tests
- Ante-natal Care & Obstetrics
- Immunisation – children & adults
- Cervical Screening
- Implanon Insertion / Removal
- Iron Infusions
- Excisions including suturing, removal of moles, skin cancers.
- Liquid Nitrogen “freezing” therapy for sunspots and warts.
- 45-49 & 75+ Health Checks
- Care Plans
- Weight control & Nutrition advice
- Smoking Cessation assistance
- Dermatology skin checks

Your Health Information

The privacy of your health is important to us.

All staff, including medical reception staff respect your privacy and we always keep your health information and records confidential.

Your health records are a confidential document and as such it is the policy of this practice to always maintain the security of your personal health information and that this information is only available to authorised staff members.

Telephone Calls & Communication

We do not take requests for scripts or referrals over the phone. An appointment with your doctor will be required. Doctors are not able to return phone calls. If you require a call from the doctor and you are eligible a Telehealth appointment will be required. Regarding results, if a doctor needs to discuss with you, we will call to make an appointment.

Test Results

During your appointment your doctor will advise you of the results, or a follow-up appointment may be needed. You may also request a copy of your results to be sent to you once your doctor has discussed these with you.

Appointments

When you make a doctor's appointment you are automatically booked in for a standard 15min appointment. Should you require a longer appointment you must advise staff when booking and these will be required when you request the following:

- New patient appointments
- Family visit
- More than 2 problems
- Driving Assessment forms
- Health Assessment or Care Plans
- Mental Health Assessments
- Skin checks or Excisions
- Workers' compensation appointments

Booking longer appointments when needed allows for the doctor to run on or close to time without compromising quality medical care for the patient.

If you are a new patient, we request you to arrive a few minutes before your appointment time to allow for filling in of new patient forms and our nurse to triage and take relevant medical information to assist doctor with your appointment.

Preparing for your appointment

To get the most out of your appointment with your doctor, a little preparation will save time and/or return visits. Think about what you would like to get out of your consultation.

It's a good idea to:

- Make some specific notes about any symptoms you may be experiencing. It will help the doctor if you record when they occurred and how long they have lasted etc.
- Make a list of your questions.
- Think about your medical history and your family's history that may be relevant.
- Write down any medications you may be taking.
- Bring copies of any recent reports, pathology or scans that may be relevant to your appointment.

Running late or cancelling an appointment

Please call to advise the practice should you be running late for an appointment, or your doctor is running in relation to your appointment time. If you wish to cancel your appointment and re-schedule, please just contact our medical reception team.

Home Visits

These are available to registered patients of the practice by discretion of the doctor. Please call reception to arrange. Home visits are conducted during normal surgery hours where possible.

Why Accreditation?

We have currently successfully passed our accreditation. This means we are committed to the continual quality improvement of our practice and care to our patients. There will be times you may wonder how or why we have processes. There are strict guidelines we must follow which are set by the Royal college of General Practitioners, we are tested every 3 years to ensure we are following the correct guidelines. We are continually updating the way we operate and are committed to the continual improvement of our practice whilst endeavouring to provide the highest quality of patient care.

Why do we need to identify you?

We must identify our patients by 3 forms of identification when you come into the practice or to make an appointment. Even if you are well known to the practice, we must ensure we are providing the best possible care to the right patient. We may ask Name, address, Date of Birth, Medicare Card No. or Telephone Number. This also ensures we have your correct and up to date so you can claim any rebates that you are entitled to from Medicare.

Patient responsibilities to our practice

Attending our practice involves a relationship with all staff. In order to have a professional relationship both parties must respect each other and have mutual trust.

Our practice endeavors to provide our patients and their families with the highest quality of care; we also aim to continually improve our systems and services to help provide better care for you. We will gladly listen to suggestions and complaints and follow them up constructively as this also helps us to improve our relationship with you.

However, we will not tolerate the following behaviours from our patients:

- Violence or threatening behaviours
- Yelling at staff
- Verbal abuse or aggressive behaviours on the telephone
- Verbal or physical abuse
- Continuing to ignore doctors' advice.
- Failing to pay your bills.

Feedback

Although we try our best it is inevitable that from time to time a patient may have a complaint about our services. This feedback is very important to us as it alerts us to concerns with our services that we are providing and enables us to serve you better for the future. If you have any suggestions, ideas or would like to make a complaint you can:

- Speak with your GP or Nurse
- Medical Reception Team
- Speak with our Practice Manager
- Write us a letter
- Place your suggestion in the suggestion box

However, if you would like to take your complaint further and wish to speak to an external body, you can contact:

NSW Health Care Complaints Commission

Locked Mail Bag 18

Strawberry Hills 2012

Telephone: 1800 043 159

WANT MORE INFORMATION

Please visit our website: www.thejunctiongp.com.au

Facebook: @The Junction GP