

Patient Information Sheet

About us

Royal Park Family Practice is a family owned, independent medical practice. Our doctors have completed further training with the Royal Australia College of General Practitioners (RACGP) and have obtained specialist qualification in the field of family medicine.

Mission

Our mission is to provide comprehensive and high quality medical care for the whole family at all stages of life. Our focus is on holistic evidence-based medicine, preventative health, mental well-being, and continuity of care for all patients

Website

Please visit our website at <Http://www.royalparkfp.com.au> to book appointments, find out up to date medical news, ongoing health promotions, learn about our doctors, specialists and allied health, and sign up for our newsletter for regular updates.

Strict Opioid and Benzodiazepine Policy

We have a strict opioid and benzodiazepine policy. We do not prescribe any drugs of dependences to any patient on demand, or during the first consultation. Please view our website for further information.

Opening Hours

Monday	9am – 5pm
Tuesday	9am – 5pm
Wednesday	9am – 5pm
Thursday	9am – 5pm
Friday	9am – 5pm
Saturday*	Not available at present
Sunday*	Not available at present

**Not all weekends are available. Please call us or check online*

Our Services

- Family Medicine
- Men's health
- Women's Health (including implanon procedures)
- Child Health
- Preventative Health (including Health assessments and Heart Health Checks)
- Mental health and focussed psychological strategy sessions* (requires Mental Health Treatment Plan)
- Skin cancer check
- Immunisations
- Obesity management, diet and lifestyle advice
- Sexual health counselling and advice
- Chronic disease management (for example: diabetes, heart disease, COPD, asthma)
- Minor Surgical Procedures (including skin lesion excision)

The following fees apply:

Type of consult	Fee	Medicare Rebate
Standard (<i>1 to 2 issues</i>)	\$70.00	\$38.20
Long (<i>2 to 3 or complex issues</i>)	\$130.00	\$73.95
Prolonged (<i>Multiple and/or complex issues</i>)	\$180.00	\$108.85
After hours Standard*	\$80.00	\$49.80
After hours Long*	\$140.00	\$85.30
Work related medicals/licenses	\$120.00	Nil
Focused Psychological Strategies by GP (45 minutes duration)	\$220	\$134.85* (with mental health plan)
Chronic Disease Management Plans (<i>Care plans</i>)	Bulk billed	Bulk billed
Health Assessments	Bulk billed	Bulk billed
Telehealth (<i>Until 30th Sept 2020</i>)	Bulk billed	Bulk billed

**After hours refers to weekdays after 8pm, Saturday after 1pm, Sundays and Public Holidays*

Bulk billing is available to children under 16, Commonwealth Concession Card holders (Pensioner Concession Card, Health Care Card or Commonwealth Seniors Health Card), Department of Veteran Affairs card holders

Fees are payable on the day of appointment after consultation with the doctor.

Longer consult times are available. If you have more than 1 issue, or for issues such as mental health, PAP smears, medicals, implanon procedures etc., please inform the reception when booking the appointment so we can allocate sufficient time to meet your needs.

We will prioritise urgent medical conditions and strive to see unwell children on the same day. Please advise our reception staff if you think your health issue is urgent and we will triage it accordingly. If we believe your medical condition requires urgent hospital care, we may ask you to ring 000 urgently.

Cancellation policy

If you no longer require your appointment, please cancel a minimum of 24 hours in advance. If you cancel the appointment with less than 24 hours notice, or do not turn up for an appointment, a no-show fee of \$20 will be charged, payable prior to next appointment.

Pathology

We can do venepuncture (taking blood for blood tests) and will send it to SA Pathology. We accept all pathology forms.

Emergencies

In the event of a medical emergency, please dial 000.

In the event of a mental health emergency, please ring Mental Health Triage on 131465 (24 hours).

The closest hospital to our clinic is The Queen Elizabeth Hospital located on Woodville Road.

After hours care

After hours care is provided by National Home Doctor Service 137425 (13SICK).

Home visits

Home visits can be arranged, if deemed appropriate by the doctor, for regular patients with medical issues preventing them from attending the clinic.

Privacy policy

We keep records of your personal details and medical history in the clinic. We adhere to strict guidelines for your privacy, and are happy to provide you with a copy of our privacy policy at your request. To provide quality preventative health we submit patient data to various disease specific registers (eg. cervical screening, MyHealth Record). We also submit our vaccination records to the Australian Immunisation Register. Please let us know if you wish to opt-out of these services.

Patient feedback and complaints

We are committed to providing a quality service. If you have a comment or compliment, we would like you to share it with us. We take any concerns, complaints or suggestions seriously. Please advise us if you wish to fill in our patient feedback form. It will be treated with strict confidentiality, shared only with clinical director and staff involved.

Recall/reminder system

As part of providing quality preventative and continuity of care, we use a computerised reminder system to deliver reminders and offer preventative health relevant to your needs. You may receive these reminders through mail or SMS. If you do not wish to receive reminders, please advise your doctor or our reception staff.

Test results, referrals and telephone calls

It is important that all test results are followed up in a consultation with your doctor. Test results will not be given over the phone. All repeat prescriptions, referrals and medical certificates require a consultation with your doctor to ensure appropriate treatment. Our doctors do not take calls from patients under normal circumstances. We ask where possible that you make an appointment to discuss your concerns with your doctor.