



GARDENS MEDICAL GROUP

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ALBURY NSW 2640
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WEBSITE: www.gardensmedicalgroup.com.au

Welcome to Gardens Medical Group

Practice Hours

Monday – Friday: 8.00am -6.00pm & Saturday: 8.00am – 12.30pm

The following information is provided as a reference guide for patients regarding our Practitioners and Practice. Should you require more information, please ask one of our friendly reception staff.

Doctors

PRINCIPALS

Dr Graeme Davey
Dr Adrian Kay
Dr Victor Karaffa

ASSOCIATES

Dr Patrick Farrell
Dr Ian Cook
Dr Michael Thomas
Dr Michael Giltrap
Dr Rebecca McGowan
Dr Paul Evans
Dr Libby Garoni
Dr Christian Fandrich
Dr Stephen Zhao
Dr Natasha McLellan
Dr Ferencz Baranyay
Dr Mohammed Quazi
Dr Rosie Saxton
Dr Guodong “Don” Jin
Dr Rummana Siddiqui
Dr Lucinda Thomas
Dr Woo Tan
Dr Nikita Xiao
Dr Peter Love
Dr Christian Fandrich
Dr Bai Xiao
Dr Genevieve Commins
Dr Manzoor Peerzada
Dr Michele Quigley
Dr Ryan Thomas
Dr Priya Rana

Diabetic Educator

Marita Pille

Dietitian

Susannah Summons

Services Available at Our Practice

Services available at our practice include:

- Check ups
- Family planning
- All facets of Occupational Health
- Pap Smears
- Pregnancy tests
- ECG- Heart checks
- Audio
- Spirometry
- Counselling
- Vaccinations
- Minor surgery- for example, stitching, cuts, removal of moles and sunspots
- skin checks

The Practice Team

CEO- Jennifer Edwards
Office Manager- Christina

Medicals

Our Practice provides the following additional services:

- Pre-employment Medicals & Screenings
- Aviation Medicals
- Diving Medicals
- Commercial Driving
- RTA
- Truck safe

Appointments

Routine appointments can be made by ringing 6021-3555 or accessing our online appointments at docappointments.com.au/gardens. Extended appointments are available if you feel you need more time with your doctor. Please let the reception staff know if this is required.

While every effort is taken for you to see your preferred Doctor sometimes this is not possible and another Doctor will be offered. We do advise all patients to make routine appointments in advance to ensure the continuity of care with your preferred Doctor.

If there is an **urgent problem please let us know** so that we can see you as soon as possible. If there are no appointments available there will always be a doctor or nurse to speak to so that the appropriate treatment is given. Our policy is to see all sick children on the day requested.

If patients are unable to attend an appointment, we appreciate as much notice as possible to cancel and reschedule the appointment. In some circumstances a non- attendance fee may be charged.

We are a teaching practice and as such you may be asked for permission to have a medical student or GP trainee sit in on a consultation. Refusal will in no way impact on your care.

Delays

We try to keep waiting times to a minimum but sometimes consultations take longer than expected and emergencies can occur. The reception staff will let you know if there is a long delay and can often give an approximate waiting time.

New Patients

All new patients are required to fill in a registration form with all personal details and emergency contacts. At your initial consultation please advise your Doctor of any cultural background that needs to be considered in your treatment.

GMG aims to lead through excellence in all health services.

UPDATED:02/01/2019

Care Outside Normal Opening Hours

There is a doctor available for urgent problems at any time. Our after hour's cover is shared between a number of practices that are incorporated into The Albury After Hours Clinic. The Doctor available will not always be from our practice. Please ring the surgery number 6021-3555 at all times. A recorded message will give you a contact number so have a pen and paper ready. The Albury After Hours Clinic is a private after hour's clinic which aims to provide consistent access for the Greater Albury community to a quality after hours GP Service. AAHC are an appointment based clinic that operates evenings and weekends covering the urgent needs of patients of the Albury area General Practices.

Opening Hours

Monday- Friday 7.00pm – 10.00pm
Saturday 9.00am – 12.00pm & 4.00pm – 7.00pm
Sunday 10.00am – 1.00pm & 4.00pm – 7.00pm

The clinic will take appointments half an hour before opening time, please call before arriving. Ph.: 6021 0188

Vision and Hearing Impaired

Assistance with consultations is available within our Practice. Please advise your Doctor or a staff member of your requirements. A free interpreting service is available for patients who are deaf and use Australian Sign Language (AUSLAN).

Home and Other Visits

Home visits are available for regular patients of the practice whose condition prevents them from attending the surgery. Please ring in the morning so that a visit can be arranged. As it is better to diagnose and treat in the surgery we ask you to come to the surgery if possible.

Telephone Access

Our Doctors may be contacted during normal opening hours. If the Doctor is with a patient, a message will be taken and the reception staff will advise you when it is likely that the Doctor or a Practice Nurse will return your call. All urgent calls will be put through to a Practice Nurse immediately. **Test results and requests for repeat prescriptions** can often be dealt with by our reception staff or our Practice nurse.

Email Access

You can also contact us by e-mail at gmg@thegardensmedical.com.au or for further information on visit our website www.gardensmedicalgroup.com.au. If you choose to contact the practice by email a practice nurse will accommodate your request as soon as possible.

Fees and Billing Arrangements

Fees are payable **at the time of consultation** by cash, cheque or Eft. The AMA fee structure forms the basis of our billing policy and is displayed on our reception desk. All accounts that are not paid on the day will incur an administration fee of \$20. Our staff can assist you with claiming fees back from Medicare. Bulk billing may apply if you hold a Health Care or Pension Card but is at the Doctors discretion. If your normal Doctor usually bulk bills you for your visits that does not automatically mean if you see another Doctor at the Practice they will also bulk bill. All requests for re-prints of referrals & request forms will incur a \$10 fee. *If you have any difficulty in paying our fees, please discuss with the CEO Jenny Edwards.*

Smoking

This practice has a **NO SMOKING** policy.

Prescriptions

Some repeat prescriptions may be requested without being seen by your doctor. It is important to spell the name and give the strength of the medication. We need 48 hours notice and require pre- payment for all scripts including Age Pensioners and Veteran Affairs'. **This practice is registered with the Medicare Prescription Shopping Information Service Program which alerts Doctors to drug seeking patients. This practice does not prescribe S8 drugs.**

Vaccinations

A full range of childhood, adult and travel vaccinations are available through the surgery. We have up to date information on overseas vaccination requirements. Vaccinations of children up to school age are notified to a national register using your Medicare number so please have your Medicare card with you. Childhood immunisations are bulk billed.

Reminder System

Our practice is committed to preventative care. Your Doctor will seek your permission to be included on our reminder system and the State/ and or Federal reminder systems/ register. We may issue you with a reminder/ recall notice from time to time via sms message (unless specifically requested by the patient to be removed from our sms messaging service), offering you preventative health services appropriate to your care. If you do not wish to be part of this system please let your doctor know.

Getting the results of any test or procedure

Your doctor will advise when they expect results to arrive at the Practice. Please be proactive with your own health and call the Practice to find out your results between 9.00am – 5.00pm Monday to Friday. Some Doctors are now using a sms messaging system to give patients their results. This can be set up in your consultation once your consent is given. Please ask your Doctor about this system.

Management of your personal health information

Your medical record is a confidential document. It is the policy of the practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of the staff. We abide by the 10 National Privacy Principles available at www.privacy.gov.au/health/index.html.

Interpreter Service

This practice can access an Interpreter Service via telephone conference or in person at any time if a language barrier is encountered.

Patient Feedback

If you are unhappy with any aspect of the care you receive from this practice, we would appreciate your feedback. Please feel free to talk to your Doctor or the CEO about any problems you have with our Team Members or services that the Practice provides. You may prefer to write to us or use our suggestions box. If you feel there is a problem you wish to take up outside, you may prefer to contact the NSW Government Centre for handling complaints. The Address is Health Care Complaints Commission, Locked Mail Bag 18, Strawberry Hills, NSW, 2012. Free call 1800-043-159, or PH (02) 9219-7444. We take your concerns, suggestions and complaints seriously.

A copy of 10 tips for safer healthcare is available in our waiting area.

This Practice is committed to ongoing education and quality improvements.

This is an AGPAL accredited practice.



We respectfully acknowledge the custodians of our land.

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UPDATED:02/01/2019