

# PATIENT INFORMATION BROCHURE



## ST AGNES SURGERY

1251 North East Road  
RIDGEHAVEN SA 5097  
8264 3333

## TEA TREE SURGERY

975 North East Road  
MODBURY SA 5092  
8264 4555

[mail@stagnessurgery.com.au](mailto:mail@stagnessurgery.com.au)

[www.stagnessurgery.com.au](http://www.stagnessurgery.com.au)



*St Agnes & Tea Tree Medical Centre offer a comprehensive range of quality health care, supported by on-site specialist, physiotherapy, allied health and pathology collection services. Our Vision is to provide the best general practice care available*

## CONSULTING HOURS ( by appointment )

### ST AGNES SURGERY

Monday - Friday 8.00 am - 5.30 pm

### TEA TREE SURGERY

Monday - Friday 8.30 am - 6.00 pm  
Saturday 8.00 am - 12.00 pm  
Sunday 9.00 am - 1.00 pm

### Duty Doctor (seasonal during busy periods)

Monday - Friday 2.00 pm - 5.00 pm

A rostered Duty Doctor is allocated for urgent on the day appointments.

No on-line bookings are able to be made into this clinic. Please call either Surgery and the receptionist will advise availability of appointments and the location.

This is not a bulk billed clinic and a standard Level B consultation fee will apply for all patients.

### Administration Staff

Bec - Practice Manager

Vicki - Office Manager

Emily- Office Supervisor

Danielle - Practice Secretary

Lauren - Administration

### Nurses

Trish, Emily, Jackie, Bibiana,  
Amanda, Lisa & Jahanvi

### Receptionists

Heather, Natalie, Deanna, Jo,

Claudiya

### GP Registrars

Our Practice is accredited by the RACGP to provide post graduate training for our future General Practitioners. GP Registrars working towards their FRACGP (Fellowship of the Royal Australian College of General Practitioners) are employed and receive part of their training at St Agnes Surgery and Tea Tree Surgery.

### Other Languages—Consultations can be conducted

Indian Dialects Hindi, Urdu, Malayalam, Tamil, Kannada & Telugu - Dr Menon

Burmese Dr Thant

Russian & Arabic Dr Harb

Where required, patients with language difficulties or hearing impaired can have an interpreter provided—prior arrangement is necessary

## Practice Doctors

### PARTNERS

- Dr Karen Hand M.B., B.S., F.R.A.C.G.P.
- Dr James Robertson M.B., B.S., F.R.A.C.G.P.
- Dr Jyothi Menon MB BS (Karnatak) FRACGP MRCP (Paed)
- Dr Stephen Davis M.B., B.S., F.R.A.C.G.P.,  
Dip Palliative Med (clin)
- Dr Hamad Harb M.B., B.S. (Russia), F.R.A.C.G.P.,  
Dip Skin Cancer Surgery and Molescan
- Dr Janet Davie M.B., B.S., F.R.A.C.G.P.
- Dr Natasha Lambert B.M., B.S., F.R.A.C.G.P.,  
D.R.A.N.Z.C.O.G., BMedSc
- Dr Emily Harty M.D., F.R.A.C.G.P.

### ASSOCIATES

- Dr Paul Veitch M.B., B.S., F.R.A.C.G.P.
- Dr Chloe Shelton M.D., F.R.A.C.G.P., B.HSc(Hon)
- Dr Georgia Peters M.B., B.S., F.R.A.C.G.P., D.C.H.

### REGISTRAR

- Dr Ciny Thant MB. BS. MPH.
- Dr Imasha De Fonseca MB. BS.

## APPOINTMENTS

When attending for your appointment, please report to the reception desk. The normal time allocated for an appointment is 10-15 minutes. If you consider a longer time may be required, please discuss this with the receptionist when making your appointment. Longer appointments will be necessary for insurance, superannuation, certain employment medicals, removal of lesions such as moles, first antenatal visits, full medical checks, mental health and care plan preparation. Please advise the receptionist at the time of requesting an appointment if it is “urgent” eg migraine, chest pain, asthma.



Ongoing health care is usually better when a Doctor is familiar with a patient’s medical history for this reason we encourage patients to make appointments with their regular Doctor if possible.

**Online bookings** are available through our website at [www.stagnessurgery.com.au](http://www.stagnessurgery.com.au) for normal appointments only—this excludes longer appointments as detailed above.

**SMS reminders** will be sent with your appointment time and location 24 hours prior to your appointment.

**Cancelled appointments**—if you are unable to keep an appointment please notify us as early as possible so that the time can be allocated to another patient.

*Patients are requested to bring their Medicare Card, Pensioner and Commonwealth Seniors Health Card, DVA and Healthcare cards to every appointment. The ‘Blue Book’ should be brought for all preschool children’s appointments.*

## HOME VISITS

Home Visits may be provided to regular patients unable to visit the Surgery, by prior arrangement by treating Doctor.

Urgent Home Visits required on the day will be assessed by medical staff and if appropriate, will be allocated to the Doctor on call or the patient’s regular Doctor, depending on availability.

It is essential if an urgent appointment is required that contact is made with the Surgery as early as possible in the day.

## OUT OF HOURS SERVICE AT TEA TREE SURGERY

We offer an extended weekend out of hours emergency service at Tea Tree Surgery.

### **Out of hours services at Tea Tree Surgery - Appointment Necessary**

Sunday 9.00 am - 1.00 pm

St Agnes Surgery is not open on weekends.

St Agnes Surgery and Tea Tree Surgery are not open public holidays.

At times outside of those listed, call 13SICK.

**TEST RESULTS, REPEAT PRESCRIPTIONS and RE-REFERRALS** - Patients are reminded that they **MUST** make an appointment with their regular Doctor.

## Additional Services

Our practice is pleased to offer a wide range of services and care which include:

### General Medical Care

- Diagnosis & management of short term illness
- Work related injury & illness
- Insurance & employment medicals
- Palliative Care
- ECG (heart assessment)
- INR Monitoring
- Chronic illness Management
- Doppler (circulation assessment)
- Travel advice & immunisation
- Driving licence medicals (all classes)
- Minor operative procedures
- Sports injuries
- Hearing tests

### Preventive Care

- Immunisation
- Newborn & Preschool checks
- Cardiovascular Risk Assessment
- Adult health promotion, including weight control, cholesterol, blood pressure, smoking, fitness and lifestyle monitoring

### Special Services for Women

- Routine gynaecological & breast examination
- Pregnancy testing
- Menopause care
- Cervical Screening
- Family planning & contraception
- Pregnancy care shared with Modbury, Lyell McEwin and Women's & Children's Hospitals
- Implanon and Mirena insertion and removal

### Special Services

- Skin Cancer Clinic - consultation with Dr Harb, by appointment only at the St Agnes Specialist Centre. Fees apply.

### Psychological Problems

- Counselling
- Mental Health Plans

## SPECIAL PROGRAMS

### CARDIOVASCULAR PROGRAM

Our practice has two cardiovascular programs - a detailed Secondary Prevention Program based on the most recent evidence for best outcomes and a Primary Risk Assessment Program - a computerised assessment of the risk of developing cardiovascular disease in otherwise well patients. Speak to your Doctor for more information.

### CERVICAL SCREENING

Changes to cervical screening procedures mean that screening **now begins at age 25**. The new test screens for the presence of HPV and will more accurately identify women who are at a higher risk of developing cervical cancer.

The frequency of testing has also changed with women who have been tested **negative** for HPV require only to have **a 5 yearly check**. Some women at high risk may require more frequent screenings.

Anyone with **symptoms or abnormal bleeding** may require earlier testing and should discuss this with their Doctor.

If you have had an abnormal screening test previously you may require an earlier test.

Medicare will cover the cost of routine screening but will not cover the cost if the screening is more frequent unless special circumstances exist.

Please consult with your Doctor for more information.

For more detailed information please refer to our website and links.

Cervical screen clinics are every 3rd Saturday of the month.

### RECALL SERVICE

Our Practice utilises an electronic recall system for a variety of chronic conditions and preventative health measures. These may include cervical screening, annual checks for diabetes and heart disease.

### 3+ ASTHMA PROGRAM

We actively encourage all patients with significant asthma to be involved in our 3+ ASTHMA PROGRAM - part of a national initiative to better manage asthma.

Our ASTHMA PROGRAM includes detailed assessments, patient education and support from both your Doctor and a specially trained Asthma Nurse.

### IMMUNISATION AND WOUND CARE SERVICE

All patients will require a Doctor's appointment for immunisation and wound care services.

### E-SCRIPTS

Patients may request an electronic copy of their prescription to be sent directly to the chemist or to their mobile phone.

## SPECIAL PROGRAMS

### SENIOR'S HEALTH ASSESSMENT

Our Practice offers Seniors Health Assessments to our patients 75 years and over, Aboriginal and Torres Strait Islanders 55 years and over. This service will provide a thorough assessment of current health, treatment, home safety and review the help currently received.

**Please note the age eligibility criteria is set by the Commonwealth Government and not our Practice.**

If it is determined, as a result of the Seniors Assessment or if you or your family decide that that you require extra help at home you will need to log into the Australian Government **My Aged Care website** (<http://www.myagedcare.gov.au/>). This website will provide information about eligibility and services available to you at home. You will need to have an **AGED CARE ASSESSMENT**, which is organised through the My Aged Care website prior to any services being implemented.

### CO-ORDINATED VETERANS CARE PROGRAM

Our Practice offers Gold Card Department of Veterans Affairs patients with a Chronic Illness the opportunity to enrol in the nurse run program. Our practice nurse will make monthly contact with you to help you manage your appointments within our practice and with external Allied Health or Specialists. Please speak to your Doctor who will assess your eligibility.

### DIABETES CLINIC

Our Practice offers a Diabetes Clinic which assists patients achieving significantly improved control and knowledge of their diabetes.

The clinic involves consultation with your Doctor and a Practice Nurse and may also include further consultation with our Diabetic Nurse Educator.

### SKIN CANCER CLINIC

With the steady increase of skin cancers and melanoma in Australia, it is recommended that an annual skin check be performed.

Our MoleMax machines takes high definition images and creates a body map of freckles and moles. These are used as a long term comparison and diagnostic tool.

Dr Hamad Harb has specialist training in the early detection of and removal of skin lesions.

Early detection can save lives and reduce complicated surgical procedures.

If you notice a skin lesion that changes in size or colour, please consult with your regular GP immediately.

Please speak to reception staff to arrange an appointment.

### CLOSING THE GAP

Do you identify as Aboriginal or Torres Strait Islander? Closing the Gap is a program designed to improve access to primary health for Aboriginal and Torres Strait Islander People. Please speak with your Doctor or Reception and book your Aboriginal Health Check.

## Auxiliary Specialists and Allied Health Professionals

A wide range of specialist, allied health and other services are provided at the St Agnes Medical Centre and Tea Tree Surgery.

All services are operated independently from our Practice.

### **ST AGNES SPECIALIST CENTRE 8265 5444**

#### **Consulting Specialists**

Mr Adrian Bauze	Orthopaedic Surgeon	Dr Tsai-Wing Ow	Gastroenterologist
Dr Ian Button	Cardiologist		
Dr Luan Huynh	Cardiologist		
Dr Kurian Mylankal	Vascular Surgeon		

#### **Pathology Collections**

Australian Clinical Laboratories - Telephone 8396 4604

8.00 am - 4.00 pm Weekdays

#### **Physiotherapy**

St Agnes Physiotherapy - Telephone 8264 2977

#### **St Agnes Podiatry**

Stephanie Ratcliff - Telephone 8263 9180

#### **Audiometry**

Hearing Aid Specialists SA - Telephone 8362 6099

#### **Diabetic Educator**

Viju Vyas - Telephone 8264 3333

### **TEA TREE MEDICAL CENTRE**

#### **Physiotherapy**

Modbury Physiotherapy - Telephone 8263 7444

#### **North Eastern Podiatry**

Yolande Irving - Telephone 8396 3705

#### **Pathology Collections**

Australian Clinical Labs - Telephone 8265 7635

8.30 am - 12.30 pm Weekdays

## FEES as at 1st July 2024



It is Practice Policy that accounts are to be paid at the time of the consultation - cash, cheque or accepted credit card. EFTPOS is also available for your convenience. Patients will incur a \$5.00 per consultation surcharge for any invoice not paid on the day.

### **Out of Hour's fees apply on Sundays and Public Holidays.**

Most consultations are charged according to complexity, rather than time and fall into the "B" or "C" Category.

**Home Visits** are bulk billed only for Pensioners, and Repatriation patients.

Patients are requested to bring their Medicare Card, Pensioners and Health Care Card Holders, DVA and to every appointment.

If you should have any problems or queries regarding accounts please call 8264 3333 during office hours.

### **LEVEL B CONSULTATION**

#### **Monday to Friday**

<b>Private Patients</b>	\$81.70	out of pocket expense \$37.80
<b>Concession and Children 5 Years and older</b>	\$71.90	out of pocket expense \$28.00
<b>Children under 5 Year of age</b>	\$43.90	Nil out of pocket expense
<b>Saturday - for all patients</b>	\$81.70	out of pocket expense \$37.80
<b>Sunday &amp; Public Holidays - for all patients</b>	\$99.75	out of pocket expense \$42.60

### **LEVEL C CONSULTATION**

#### **Monday to Friday**

<b>Private Patients</b>	\$128.20	out of pocket expense \$43.30
<b>Concession and Children 5 Years and older</b>	\$112.90	out of pocket expense \$28.00
<b>Children under 5 Year of age</b>	\$84.90	Nil out of pocket expense
<b>Saturday - for all patients</b>	\$128.20	out of pocket expense \$43.30
<b>Sunday - for all patients</b>	\$146.65	out of pocket expense \$48.65

*We encourage patients with genuine financial hardship to discuss their situations with their Doctor and this will be given consideration.*

*Other costs may be incurred in providing healthcare (eg for medication, tests, specialist gaps) - please enquire about any additional costs that may be associated with your care.*

***Surgical Procedures and Iron Infusions*** A Procedure Fee will apply to all patients (except Repatriation) for Surgical Procedures in addition to the MBS item number

## Patient Feedback

Our Practice endeavours to provide a comprehensive high quality service for patients. At times we may invite you to complete a questionnaire to identify areas in which we may improve that service.

If you would like to further discuss any aspect of your care please contact your Doctor or the Patient Liaison Officer by:

Telephone      8264 33333  
Email            mail@stagnessurgery.com.au  
Post              PO Box 271, St Agnes SA 5097

*If you wish to pursue a problem outside the Practice, misconduct complaints may be addressed to the Medical Board, Level 8, 121 King William Street, Adelaide SA 5000.*

## Child Safe Policy

Our Practice has a “Code of Conduct” in relation to children. Our “Child Safe Policy” complies fully with current regulatory requirements. Please refer to our website for further information and links.

## Continuity of Care

It is our Practice policy to encourage patients to see their usual Doctor whenever possible. Seeing the same Doctor has been consistently shown to improve health outcomes. This is particularly the case for chronic conditions or during a particular episode of illness. Observing often subtle changes in a patient is critical in making a diagnosis or determining treatment. Seeing the same Doctor is the only real way of detecting such change.

## Visit our Web Site

[www.stagnessurgery.com.au](http://www.stagnessurgery.com.au) for further information and services our Practice provides to our patients. Our website links you to a range of other medical information pages

GP Roster              Specialist Services  
Vaccinations          Latest News

There is also detailed information about our Doctors, the range of services they provide and our frequently asked questions.

## ACCREDITED GENERAL PRACTICE

St Agnes and Tea Tree Surgery have achieved FULL ACCREDITATION in General Practice valid until January 2027. St Agnes and Tea Tree Surgery were reaccredited in October 2023 with every standard being met at the highest level.

Accreditation reflects the attainment of national standards of quality at a practice level. Accreditation has been developed by the profession for the advancement of General Practice in Australia.



# Privacy Policy

Australian Privacy laws ensure individuals consent to the collection of personal and sensitive information about themselves, including health information. Our Practice has a Privacy Policy, which describes why we collect information, the type of information we keep, how we use it and how you may access it.

All current medical records and communication concerning patients are stored electronically and are available to your treating Doctor at either location at all times. All medical records are confidential documents. It is our policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

The information is protected by a sophisticated password system. Access to our computer is not available from organisations outside of the Practice. Patient information is not provided to any outside body (e.g. to a third party) without prior written consent by the patient.

Written consent will be gained from each patient should we ever be involved in any research or similar program. The Privacy Act 1988 allows patients to access the content of their medical records by arrangement with the Practice.

Further information is detailed in our Privacy Policy which is available at reception or on our website.