

UNGOOROO

GP DOCTORS CLINIC & HEALTH SERVICES



**ALL SERVICES
BULK BILLED**

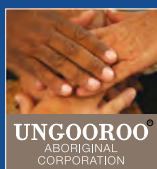
**COAL
& ALLIED**
Managed by Rio Tinto Coal Australia

MACHEnergy

GLENCORE

Ungooroo offers the following services in our General Practice:

- ▶ Skin Check
- ▶ Pap Smear
- ▶ Baby Check
- ▶ Pre-Employment Medical
- ▶ Chronic Disease Care
- ▶ Geriatric Medicine
- ▶ Workers Compensation
- ▶ Paediatric Care
- ▶ Blood Collection
- ▶ Child Immunisations
- ▶ Adult Immunisations
- ▶ Health Assessments
- ▶ 715 Health Check
- ▶ Pregnancy/Antenatal Care
- ▶ Wound Repair
- ▶ Bulk Billing
- ▶ Open to the General Public



If you would like to make an appointment, please contact the office on 6571 5111 or email medical@ungooroo.com.au

UNGOOROO HEALTH SERVICES

GENERAL PRACTITIONER (Doctor)

Tuesday, Wednesday
& Thursday's



GP GENERAL PHYSICIAN (Specialist)

10am – 5pm
Bi-Monthly



General Physician specialising in
Diabetes and Asthma Respiratory Care

DIETITIAN

Tuesday
10am – 3.30pm
Fortnightly



DIETITIAN

- ▶ Weight management
- ▶ Cardiovascular disorders
- ▶ Gastrointestinal disorders
- ▶ Pulmonary conditions
- ▶ Malnutrition
- ▶ Paediatric obesity
- ▶ Oncology nutrition

PHYSIOTHERAPIST

Thursday
10am – 3.30pm
Fortnightly



PHYSIOTHERAPIST

- ▶ Any muscle or joint pain
- ▶ Sports and workplace injury
- ▶ Reduced mobility and/or movement disorders caused from previous injury or illness
- ▶ Chronic lung disorders e.g. asthma, COPD
- ▶ Pre and post pregnancy-related injury or pain
- ▶ Arthritis pain

OPTOMETRIST

Monday
10am – 5pm
Monthly

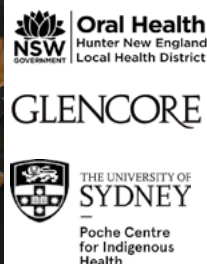


OPTOMETRIST

- ▶ All Adults and Children Bulk Billed for eye check
- ▶ Glasses assessment through Centrelink
- ▶ Signs of Glaucoma
- ▶ Macular degeneration
- ▶ Diabetic retinal disease testing

DENTIST

Tuesday and
Wednesday
9am – 3.30pm
Fortnightly



DENTAL

- ▶ Dental care and relationship work between patients and children
- ▶ Check-ups and future dental plans for under 18
- ▶ Preventative care and cleans for children
- ▶ All ages dental care for up to 18
- ▶ School screenings

ALL BULK BILLED

UNGOOROO HEALTH SERVICES SCHEDULE

GENERAL PRACTITIONER (Doctor) Dr Mark Chernoff & Dr Sarah Galloway	APRIL	MAY	JUNE	JULY
	Weekly - Tuesday, Wednesday and Thursday	Weekly - Tuesday, Wednesday and Thursday	Weekly - Tuesday, Wednesday and Thursday	Weekly - Tuesday, Wednesday and Thursday
GP GENERAL PHYSICIAN (Specialist) 10am – 5pm Bi-Monthly	APRIL	MAY	JUNE	JULY
		Wednesday 17th	Wednesday 21st	
DIETICIAN Tuesday 10am – 3.30pm Fortnightly	APRIL	MAY	JUNE	JULY
	Tuesday 11th	Tuesday 9th	Tuesday 6th	Tuesday 4th
	Tuesday 25th	Tuesday 23rd	Tuesday 20th	Tuesday 18th
PHYSIOTHERAPIST Thursday 10am – 3.30pm Fortnightly	APRIL	MAY	JUNE	JULY
	Thursday 13th	Thursday 11th	Thursday 8th	Thursday 6th
	Thursday 27th	Thursday 25th	Thursday 22nd	Thursday 20th
OPTOMETRIST Monday 10am – 5pm Monthly	APRIL	MAY	JUNE	JULY
	Monday 3rd	Monday 1st	Monday 5th	Monday 3rd
DENTIST Tuesday and Wednesday 9am – 3.30pm Fortnightly ELIGIBILITY CRITERIA • Must identify as Aboriginal or Torres Strait Islander. • Must be between 0-18 years of age & ELIGIBLE under the Child Dental Benefit Scheme (CDBS)	APRIL	MAY	JUNE	JULY
	Tuesday 4th	Tuesday 2nd	Thursday 1st	Tuesday 11th
	Wednesday 5th	Wednesday 3rd	Wednesday 14th	Wednesday 12th
	Tuesday 11th	Thursday 4th	Tuesday 27th	Tuesday 25th
	Wednesday 12th	Wednesday 10th	Wednesday 28th	Wednesday 26th
	Wednesday 19th	Thursday 11th		Thursday 27th
	Wednesday 26th	Wednesday 17th		
	Thursday 27th	Thursday 19th		
		Wednesday 24th		
		Thursday 25th		
		Tuesday 30th		

Practice Information Sheet

AFTER HOURS ARRANGEMENTS

For urgent after hours care please ring **000** or go to **Singleton Hospital** Phone 65719 222 (Dangar Rd Singleton)

For after hours medical advice call



on **1800 022 222** to access a GP.

Call the after hours GP helpline for medical advice. You will receive advice on what to do about your health concern and where to go if you need face-to-face care.

When you call the after hours GP helpline, a registered nurse will complete an assessment and based on your symptoms the nurse may offer you a call back from a GP. The GP will contact you within 15 minutes or 1 hour depending on the severity and urgency of your health issue.

Monday to Friday 6pm – 7.30am

Saturday from midday

Sunday and Public Holidays all day

REMINDER SYSTEM

Ungooroo GP & Health Services has a computerised reminder and recall system for preventative health care which includes:

- 715 Health Checks
- Pap smears
- Immunisations
- Chronic Disease Management for Asthma and Diabetes

Please discuss with your doctor if you do not want to receive these reminders.

COMMUNICATION POLICY

The doctor, nurse or health worker may be contacted by phone during surgery hours. If the doctor is with a patient our reception staff will take a message and they will contact you when available.

PATIENT RESULTS

The doctor will advise you how long it will take to receive your test results. You will need to make an appointment to discuss your results.

If results are clinically significant you will be contacted by our staff to make an appointment with the doctor. Reception are unable to give you your results over the phone.

HEALTH INFORMATION MANAGEMENT POLICY

Ungooroo GP & Health Services is a NSW Health Provider in the private sector, bound by the Health Records and Information Act 2002 (NSW) and the Privacy Act 1988.

The Australian Privacy Principles and the NSW Health Privacy Principles set the standards by which we handle personal information collected from our patients as we are committed to providing quality health care for our patients and we recognise the importance of ensuring that our patients are fully informed and involved in their health care.

As part of our commitment to providing quality health care it is necessary for us to maintain files pertaining to your health.

The files contain the following information: personal details (your name, address, date of birth, Medicare number), your medical history, notes made during the course of medical consultations, referrals to other health providers, results and reports received from other health service providers.

The file will be accessed by your medical practitioner and where necessary by other practitioners in the practice. It will also be necessary for our staff to handle your file to address the administrative requirements of running a medical practice. Our staff are bound by strict confidentiality requirements as a condition of employment.

At times, it may be necessary to allow external organisations to access our practice and possibly to view medical records. They will obviously be aware of the need to preserve the requirement of the privacy act. Ordinarily we will not release the contents of your medical file without your consent; however we advise that there may be occasions where we will be required to release details, for example, where the law requires it, such as a subpoena.

We advise that as a patient of this practice, you have rights of access to any information we hold concerning you. Should you wish to access this information, we refer you to our handout entitled "accessing your medical record". This practice does not intend to disclose your personal information to overseas recipients.

HOW TO PROVIDE FEEDBACK OR MAKE A COMPLAINT

We welcome any feedback or concerns you may have and our waiting room has a suggestion box or feel free to discuss with our staff.

Should you at any time, have a complaint in relation to the policies of this practice, they should be made in writing, addressed to your doctor, marked "private and confidential", and it will be attended to as soon as possible.

If you feel the issues needs to be addressed by an outside body please contact:

Health Care Complaints Commission

Locked Bag 18

STRAWBERRY HILLS NSW 2012

Phone: (02) 9219 7444

PRACTICE BILLING PRINCIPLES

Ungooroo GP & Health Services is a bulk-billing practice.

Please make sure you bring your Medicare card and any other Concession cards with you.