

UNGOOROO

# GP DOCTORS CLINIC & HEALTH SERVICES



**ALL SERVICES  
BULK BILLED**



GLENCORE

MACHEnergy

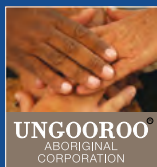


Ungooroo offers the following services in our General Practice:

- ▶ 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](mailto: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  
9am – 2pm  
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

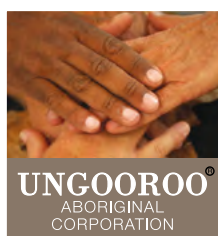
- ▶ Dental care and relationship work between patients and children
- ▶ Check-ups and future dental plans for under 18
- ▶ Preventative care and cleans for children
- ▶ All ages dental care for up to 18
- ▶ School screenings

# ALL BULK BILLED

# UNGOOROO HEALTH SERVICES SCHEDULE

UNGOOROO GP & HEALTH SERVICES SCHEDULE CONFIRMED AS OF: 1st February 2018

	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY
<b>GENERAL PRACTITIONER (Doctor)</b> Dr Sarah Galloway	WEEKLY Tue, Wed & Thurs	WEEKLY Tue, Wed & Thurs	WEEKLY Tue, Wed & Thurs	WEEKLY Tue, Wed & Thurs	WEEKLY Tue, Wed & Thurs	WEEKLY Tue, Wed & Thurs
<b>DIETICIAN</b> Tuesday 10am – 3.30pm Monthly	FEBRUARY  Tues 27th	MARCH  Tues 20th	APRIL  Tues 17th	MAY  Tues 15th	JUNE  Tues 12th	JULY  Tues 10th
<b>PHYSIOTHERAPIST</b> Thursday 9am – 2pm Fortnightly	FEBRUARY  Thurs 8th  Thurs 22nd	MARCH  Thurs 8th  Thurs 22nd	APRIL  Thurs 5th  Thurs 19th	MAY  Thurs 3rd  Thurs 17th	JUNE  Thurs 14th  Thurs 28th	JULY  Thurs 12th  Thurs 26th
<b>DENTIST</b> 9am – 3.30pm	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY
<b>ELIGIBILITY CRITERIA</b>  • Must identify as Aboriginal or Torres Strait Islander.  • Must be between 0-18 years of age & <b>ELIGIBLE</b> under the Child Dental Benefit Scheme (CDBS)		Wed 14th  Thurs 15th  Wed 21st  Thurs 22nd  Wed 28th  Thurs 29th	Wed 4th  Thurs 5th  Wed 11th  Thurs 12th  Wed 18th  Thurs 19th	Wed 2nd  Thurs 3rd  Wed 9th  Thurs 10th  Wed 16th  Thurs 17th	Wed 6th  Thurs 7th  Wed 13th  Thurs 14th  Wed 20th  Thurs 21st	Wed 4th  Thurs 5th  Wed 11th  Thurs 12th  Wed 18th  Thurs 19th
			ANZAC DAY	Wed 23rd  Thurs 24th  Wed 30th  Thurs 31st	Wed 27th  Thurs 28th	Wed 25th  Thurs 26th



# 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.