HOUSE CALLS

House calls are provided for housebound patients. If possible, please ring before 11.00am to speak with your doctor to organise a suitable time. For safety reasons you must be a regular patient of the practice for at least a 12 month period to qualify for house visits. If you require a home visit after surgery hours please call **Bathurst After Hours Medical Service 6333 2888**. If it is an emergency please phone **000** for an ambulance or present to the Bathurst Base Hospital.

NURSING HOME VISITS

The Doctors at Loxley House Family Practice visit their Nursing Home patients regularly at a time determined by the Doctor and/or after consultation with nursing staff at the relevant Nursing Home.

RESULTS

Please phone after 9.00am to discuss results with your doctor. If your doctor is with a patient we may ask for your contact details so that your doctor may return your call. Alternatively our administration staff may contact you to arrange for an appointment to see your GP to discuss results where necessary.

REMINDER / RECALL SYSTEM

The Doctors at Loxley House Family Practice are committed to preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. Loxley House Participates in National and State Recall/Reminder Registers as well as offering a Recall System to patients in relation to Diabetes, Aged Health Assessments and ATSI Health Assessments. If you do not wish to be part of these projects please advise your Doctor.

TRANSFER OF MEDICAL RECORDS

If you require records to be transferred from your old practice, our reception staff will be happy to provide you with a file transfer request form.

If you request your file from Loxley House to be transferred to another practice we require a signed letter of release. We will act upon your request promptly and there may be a charge associated with this request.

INTERPRETER SERVICES /131 450

If you or a family member require an interpreter service, we can organise this for you. Please let us know when you make the appointment.

WHEELCHAIR ACCESS

Access is available through our back entrance. You can enter via the driveway in Seymour Street. Disabled parking is also available. If you require assistance, phone 6331 7077 and the reception staff will assist you.

MEDICAL STUDENTS

As part of our commitment to medical education, Loxley House Family Practice will occasionally have students sitting in with your Doctor as observers. However please feel free to request that the student leave the room at the time of your consultation.

PATIENT FEEDBACK

From time to time we ask our patients if they would participate in our practice surveys. We understand that your opinions are of great importance to us. They help us to assess the type of services that we are providing. They are completely confidential.

PROBLEMS AND COMPLAINTS

We realise that problems can arise with medical care. If you have any queries or problems with any aspect of your health care, please do not hesitate to speak with one of our doctors or a member of our staff. If you have any complaints that you feel cannot be resolved, you can contact The Medical Complaints Body for NSW by phone on **1800 043 159** or at:

Medical Complaints Body for NSW

Health Care Complaints Commission

Locked Bag 18, STRAWBERRY HILLS 2012

INFORMED PATIENT DECISIONS: Our practice gives patients sufficient information about the purpose, importance, benefits, risks and possible costs associated with proposed investigations, referrals or treatments, to enable patients to make informed decisions about their health.

PRIVACY STATEMENT: This practice maintains security of personal health information at all times and ensures that this information is only available to authorised members of our staff.

LOXLEY HOUSE FAMILY PRACTICE

We are a family medical practice committed to providing a comprehensive medical service to you and your family.

46 KEPPEL STREET, BATHURST

PH: 02 6331 7077 FAX: 02 6332 1493

www.loxley.com.au

Office Hours

Monday - Friday	8.00am - 6.00pm
Saturday	8.30am - 11.00am *Bookings on the day only*
Sunday	Please phone the Bathurst After Hours Clinic **6333 2888**

Doctors

Dr Jonathan Corbett-Jones
Dr Lalana Kapuwatte
Dr Sanjaya Kapuwatte
Dr Vinod Prasad
Dr Damyanti Naidu

Practice Staff

Practice Manager: Sonya

Nursing: Anne, Kaye (EN), Maddison

Office: Donna, Teagan, Aileen, Lisa, Linda, Dymity

THE DOCTORS

Dr Jonathan Corbett-Jones
Children's Health, Mental Health counselling, Work Cover specialist and Occupational Medicine.

Dr Sanjaya Kapuwatte
Minor surgery and procedures, muscular and orthopaedics, and general Family Medicine.

Dr Damyanti Naidu
Mental Health, Women's and Children's health, long term care and family medicine.

Dr Lalana Kapuwatte
Women's Health, General Family Medicine, Children's Health.

Dr Vinod Prasad
Emergency Medicine, Family Health and Paediatrics.

SERVICES

Adolescent Health
Antenatal Care
Asthma Education
Child Immunisations
Counselling
Diabetes Education
Family Medicine
Employment Medicals
Family Planning
Health Screening
Insurance Medicals
Obstetrics
Pain Management
Paediatrics
Skin Checks
Travel Vaccinations
Women's Health

CONSULTATIONS

Monday - Friday between 8am and 5.40pm by appointment.
*Please phone after **8.00am** to book an appointment.*

Longer Consultations

If you feel a standard appointment time is not sufficient to deal with your problem please advise the receptionist so that a longer appointment can be made.

Saturday morning is reserved for emergency consultations and is with the doctor on call.
*Please phone the surgery **on the day** after **8.30am.***

Saturday afternoon and Sunday is covered by the ***Bathurst After Hours Medical Service*. Ph: 6333 2888**.

In an emergency, **Bathurst Base Hospital. Ph: 6330 5311.**

FEES

Based on the service provided, including content, time and guidelines set by the A.M.A., different fees do occur for a wide variety of consultations and procedures. Loxley House Family Practice has a combination of Private and Medicare Services. **All patients are expected to pay a private fee unless they provide Reception with the details of the Pension or Health Care Card**. A standard consultation may vary from $37.05 to $78.00. We ask for payment on the day. We accept cash, cheque and have EFTPOS facilities. Accounts that are not settled on the day will incur a $5.00 administration charge.

Professional Fees & Charges

Consultations

Level A Consultation up to	$37.00
Level B Consultation up to	$78.00
Level C Consultation up to	$136.00

Workers Compensation

Level B Consultation up to	$78.00
Level C Consultation up to	$142.00

Failure to attend your scheduled appointment or failure to give adequate notice when cancelling will incur a $50 fee.

Our Doctors strive to be on time so that patients are not kept waiting. You can help by arriving on time for your appointment. We apologise for the occasions we run late. Sometimes we have to attend to emergencies and fit-in extra patients.

ONLINE BOOKING

We offer the option of online booking. This can be done through our website ***www.loxley.com.au/bookonline*** or by downloading the Appointuit App on your smartphone.

PRESCRIPTIONS

If you require a repeat prescription of a medicine you usually take, you can order it via phone or person. *You will require* an appointment if you haven't been seen for 6mths or if it is not a usual medication you take. ***In the absence of your usual GP, you may be required to see one of our other doctors for your prescription.*** Please allow 24hrs for scripts to be written. This service attracts a fee.

On the Day / Authority Prescriptions	***$15.00***
All other scripts	***$10.00***

REFERRALS

All referrals to specialists/pathology/radiology require a consultation with your GP. Please organise this with enough time before your specialist appointment where possible. The services provided by the specialist may incur a fee. Please check upon booking your appointment. If you require a reprint of your referral, it will incur a fee.

Referral fee will be up to ***$10.00***

PAPERWORK/FORMS

If you have any paperwork that needs to be completed by a Doctor you will need to make an appointment.

TELEPHONE CALLS

If you need to speak to your Doctor for results or advice please let the receptionist know and they will leave a message for the doctor to return the call when available.

AFTER HOURS

The **Bathurst After Hours Medical Service** is a phone service for advice to support patients who have an urgent medical condition outside of normal hours.
It is staffed by different GPs from different practices in town.

Monday – Friday 6.00pm to 8.00am.
Saturday from 11.00am
Sunday and Public Holidays - all day.

Please phone **6333 2888.**

The **Bathurst After Hours GP Clinic** is a clinic staffed by GP's to help with urgent cases on the weekends.
Saturday, Sunday & Public holidays from 3pm - 7pm Heritage Building, Bathurst Base Hospital.
No appointment necessary.

WALK-IN APPOINTMENTS

Loxley House Family Practice welcomes walk-ins. We will endeavour to accommodate you with the earliest appointment available on that day, we may require you to come back at a later appointment time.
Emergencies will always be accommodated.

WOMEN'S HEALTH

Our Practice Nurse Anne is now able to provide pap smear services to our patients. For further information, please speak with our reception staff.