
Patient Feedback.

From time to time this practice will invite patients to complete a questionnaire on their views of the practice and how it could be improved. These surveys are completely confidential and will help us to improve our services.

After receiving feedback from our patients, we have updated some of our policies and processes around communication with Doctor's as well as access.

Please feel free to talk to one of the doctors or receptionists about any problems you have with the services we provide.

We believe that problems are best dealt within the practice. However if you feel there is a problem you wish to take up outside, you can contact the Health Care Complaints Commission Tel. 1800 043 159.

Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of this practice to maintain security of your personal Health Information at all times and ensure this information is only available to authorised members of staff.

Patients of our practice have the right to access their personal health information under the *Privacy Amendment (Private Sector) Act 2000*. Patients may request in writing for their health records to be transferred to a GP outside of our practice. For medico-legal reasons, our practice retains the original record and provides the new GP with a summary or a copy.

A minimum fee of \$15 will be charged to the patient for transfer of notes

PATIENT INFORMATION SHEET

Invitation to Health



invitation to
HEALTH

256 Henry Parry Drive
Wyoming NSW 2250
Phone (02) 4322 0700
Fax (02) 4322 5799
After Hours: 4367 9699

General Enquiries: info@invitationtohealth.com.au
Website: www.invitationtohealth.com.au

WELCOME

Thank you for visiting our practice. We trust that your relationship with us will be a long and rewarding one.

This leaflet is intended to help you and your family obtain maximum benefit from the services we provide.

Surgery Hours

Monday to Friday 8.30am to 5pm
Saturday 9.00am to 1pm

Appointments:

An appointment system is kept to minimise your waiting time. Sometimes delays can occur due to unforeseen circumstances beyond our control. At all times we endeavour to make your wait as short as possible. If you need to see the doctor for more than one reason or for a medical checkup please ask for a longer consultation.

Confirmation of Appointments

You will receive a text message on your mobile confirming your appointment the day before your appointment. **Please reply to the text, or telephone the centre to confirm, cancel or rebook.**

Cancellations

If you are unable to attend your appointment, please let us know **at least twenty four hours before the appointed time**, so that we may re-book that appointment. **A cancellation fee will be charged** if you do not cancel with 24 hours prior notice or fail to turn up for your appointment.

Referrals.

We prefer to discuss your condition with you before referring to a specialist. If you have previously seen a particular specialist for a continuing problem and need a repeat referral, please advise our receptionist. If the doctor agrees to write the referral without seeing you a charge of \$10 will be made for a referral written without Consultation. This is not claimable on Medicare.

Scripts

We ask where possible that you try to obtain your scripts during consultation. If you need repeat scripts however, we ask that you make an appointment to see one of the doctors, where the medical condition for which the scripts are written can be checked. If you have been seen by the Doctor within the last three months and you require a repeat script the doctor may write it for you at a cost of \$10.

Results

Results are best given in an appointment with the doctor. Therefore the doctor will ask you to return for the results of a test rather than telephone.

The doctor may think it appropriate to give the result over the phone, in this case the doctor will ask the patient to ring for the result.

After Hours.

In an emergency - contact an Ambulance by ringing triple zero (000). The nearest Emergency Department is at Gosford Hospital corner of Showground Rd, Gosford.

This Practice provides 24 hour care for patients - For urgent after hours medical service, contact the Bridges GP After Hours Service Erina at 169 The Entrance Rd Erina on 4367 9699. This is a private billing practice.

Bridges GP After Hours Service Erina: Surgery Hours:

Monday-Friday: 7pm-10.00pm; Saturday: 3pm -10.00pm; Sunday/Public hols: 10am-7pm. **After 10.30pm:** Patients have access to After Hours advice by ringing Bridges GP After Hours Service Erina on 4367 9699 for further after hours advice details.

Alternatively you may contact the National Health Direct GP Helpline on 1800 022 222.

Telephone Calls

Your doctor is accessible by telephone. However, calls to the doctor can inconvenience patients while in consultation. In some cases, the receptionist may be able to assist you. If your call is of an urgent nature, you will be put through to the Nurse for a review of your symptoms and potential escalation. Messages may be left for the attention of the doctor, and will be dealt with as soon as practicable.

New Patients.

We welcome new patients at Invitation to Health.

On your first visit we allow 40 minutes with the doctor, this allows the doctor time to discuss your previous medical history with you. Our Practice Nurse will see you prior to your appointment with the doctor and will do a basic nutritional and lifestyle assessment.

Fees

At Invitation to Health, we believe we offer high quality care and Service to our patient's; therefore we are not a bulk billing practice. However, Veteran Affairs patients are bulk billed. A summary of our fees are displayed at reception. If you have any difficulty with the account please speak to your doctor. Consultation / non- medical fees will be updated from time to time. Please check with reception for current fees.

Reminder System

Our practice is committed to preventive care. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not wish to be part of this system, please let us know at reception.

Home Visits.

House calls can be made if you live within the local area, are a regular patient of the practice, and are deemed by the doctor to be too sick to come to the surgery. A home visit can be arranged at a convenient time. It is best to ring early in the day if a home visit is required.

Dr Penny Caldicott	Mon/Wed/Thurs 9-5
Dr Nicole Avard	Tues/Wed/ Friday 9.30-5
Dr Jane Shapiro	Tues 9-5, Wed 9-12, Frid 9-1
Dr Alison Latta	Tues 1-5, Wed/Thurs/Fri 9-5
Dr Clifford Smith	Mon & Friday 9-5
Practice Nurses	Mon to Friday 9-5 Deb Mawson & Carisa Cook
Senior Admin Officer	Pauline
Reception Staff	Denise, Sharon & Natasha

Medical Services available at Invitation to Health

- **Biochemical and nutritional medicine**
- **Children's Health**
- **Cryosurgery (freezing of small skin lesions)**
- **Chronic Disease Management**
- **Diabetes & Asthma Nurse Clinics**
- **Spirometry and ECGs**
- **Fertility Advice**
- **Health checks**
- **HRT (Bio-Identical hormones)**
- **Men's Health**
- **Minor surgery**
- **Skin Clinic**
- **Sporting & Workplace injuries**
- **Women's Health**
- **Travel and health advice**

About Our Practice

Invitation to Health is a holistic and integrative medical centre that aims to provide integrated health care and life education in an environment which will nourish and nurture the staff, practitioners and patients. We work in partnership with our patients, approaching their illness from a physical, emotional, mental and spiritual perspective. As no two individuals are the same, no consultation or treatment plan will be identical. We have a deep commitment to support our patient's journeys to optimum health by integrating the best of health practices from around the world.

Other Services available at Invitation to Health

- **Acupuncturist /Chinese Herbalist**
 - **Clinical Psychology**
 - **Counselling**
 - **Dietician**
 - **Naturopath**
 - **Nutritionist**
 - **Osteopath and Injury Rehabilitation**
 - **Kinesiology**
 - **Psychology**
 - **Pathology service (Mon – Friday 8.30 to 12.30)**
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