



<p><b>OUR TEAM OF DOCTORS</b></p> <p><b>Dr Penny Caldicott</b> (Principal Integrative General Practitioner)</p> <p><b>Dr Alison Latta</b> (Integrative General Practitioner)</p> <p><b>Dr Carolina Munoz</b> (Integrative General Practitioner)</p> <p><b>Dr Christabelle Yeoh</b> (Integrative General Practitioner)</p> <p><b>Dr Karyn Avery</b> (Registrar General Practitioner)</p> <p><b>Dr Alara Areli</b> (Registrar General Practitioner)</p>	<p><b>ALLIED HEALTH SERVICES</b></p> <p>Naturopathy</p> <p>Nutrition</p> <p>Psychology</p> <p>Osteopathy</p> <p>Acupuncture &amp; Chinese Herbalist</p> <p>Exercise Physiologist</p>
<p><b>PRACTICE OPENING HOURS</b></p> <p>Monday – Friday 8.30am – 5pm</p> <p>Saturday 9am – 1pm</p>	<p><b>AFTER HOURS CARE</b></p> <p>For medical care after hours, please call <b>13SICK (13 74 25)</b>.</p>

### Consultation by Appointment Only

Bookings can be made via phone or online at [www.hotdoc.com.au](http://www.hotdoc.com.au)

Please inform reception if an extended consultation is required.

### URGENT CARE

Appointments are reserved each day for patients who are acutely unwell – please contact Reception to book one of these appointments.

If you are unable to speak with our Reception Staff, please go to the hospital or dial '000'.

### TELEPHONE ACCESS

Doctors in the practice can be contacted during normal surgery hours. If the doctor is with a patient a message will be taken by the receptionist for the doctor to return the call at a convenient time. Your call will always be put through to the doctor in an emergency.

### SCHEDULE OF FEES

This is a private billing practice and payment is required at the time of consultation.

Payment can be made by VISA, MASTERCARD or EFTPOS. **WE DO NOT ACCEPT CASH PAYMENTS.**

Bulk billing is made at the doctors discretion only.

### HOME VISITS

Home visits can be done at the doctors discretion and if medically necessary.

### RECALLS AND REMINDER SYSTEM

Our practice is committed to preventative care. Your doctor will seek your permission to be included in our reminder system. We may send a reminder notice to you from time to time offering you preventative health service appropriate to your care.

If you do not wish to be part of this reminder service please let your doctor or receptionist know.

### TEST RESULTS AND PRESCRIPTION REFILLS

Patients are advised to make an appointment to see their doctor for any test results. This will avoid any miss interpretation. No test results are provided over the telephone unless your doctor calls you themselves. For repeat prescriptions, you will need to make a brief appointment to see your regular doctor to review your health; prescriptions are time limited for this purpose. By making an appointment for prescriptions, your doctor is better able

Consultation Type	ITH Fee	Medicare Rebate
<b>Brief Consultation (5 minutes)</b>	\$43.00	\$17.50
<b>Standard Follow-up (20 minutes)</b>		
Integrative GP	\$95.00	\$38.20
General Practitioner	\$72.00	\$38.20
<b>Extended Follow-ups/Care Plans (40 minutes)</b>		
Integrative GP	\$140.00	\$73.95
General Practitioner	\$105.00	\$73.95
<b>Complex/Multiple Concerns (&gt;40 minutes)</b>		
Integrative GP	\$298.00	\$108.85
General Practitioner	\$140.00	\$108.85

256 Henry Parry Drive  
Wyoming NSW 2250  
Telephone: 02 4322 0700  
Facsimile: 02 4322 5799  
Email: [info@invitationtohealth.com.au](mailto:info@invitationtohealth.com.au)  
Website: <https://invitationtohealth.com.au/>



**INVITATION  
TO HEALTH**  
Integrative Medicine

to care for you, answering any questions you may have, and informing you of any risks, or concerns associated with your particular medication.

### **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 to ensure that this information is only available to authorised members of the staff. We abide by the ten Privacy Principles available at;  
<http://www.privacy.gov.au/health/index.html>

### **PATIENT FEEDBACK**

If you have a concern, we would like to hear about it. Please feel free to talk to your doctor or practice manager.

We take your concerns, suggestions and complaints seriously.

You can also address any complaint in writing to the practice manager.

We have a suggestion box in the waiting area and we welcome any suggestions or feedback.

If you are not satisfied with the handling of any complaint you can contact:

New South Wales Health Complaints Commission,  
Level 13, 323 Castlereagh Street , Sydney NSW 2000 or Locked Bag 18, Strawberry Hills NSW 2012  
PH: (02) 9219 7444

## PRIVACY POLICY

Current as of 6<sup>th</sup> September, 2019

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

### Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

### Why do we collect, use, hold and share your personal information?

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training).

### What personal information do we collect?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details.

### Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

### How do we collect your personal information?

Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information.

Information can also be collected through electronic transfer of prescriptions (eTP), My Health Record, via Shared Health Summary and Event Summary.

3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
4. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
  - your guardian or responsible person
  - other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
  - your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).

### When, why and with whom do we share your personal information?

We sometimes share your personal information:



- with third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and this policy
- with other healthcare providers
- when it is required or authorised by law (eg court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (eg via Shared Health Summary, Event Summary).

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing.

## How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms such as paper records, electronic records and visual records (X-rays, CT scans, videos and photos).

Our practice stores all personal information securely through using protected information systems and hard copy format in a secured environment. We employ the use of passwords, secure cabinets and confidentiality agreements for staff and contractors.

## How can you access and correct your personal information at our practice?

You have the right to request access to, and correction of, your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and our practice will respond within 30 days. Please contact the practice directly for associated fees

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to The Practice Manager at [info@invitationtohealth.com.au](mailto:info@invitationtohealth.com.au)

## How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure.

If you feel we have been in breach of this policy or have any concerns please direct your enquiry to:

The Practice Manager

Email: [management@invitationtohealth.com.au](mailto:management@invitationtohealth.com.au)

You may also contact the OAIC. For further information visit [www.oaic.gov.au](http://www.oaic.gov.au) or call the OAIC on 1300 363 992.