



## Highlands GP Practice Information Sheet

### Practice Hours

Monday to Friday: **Bowral** 8.00am – 5.30pm (by appointment)  
**Moss Vale** 8.30am – 5.00pm (by appointment)  
Saturday: **Bowral** 9.00am – 12.00pm  
**Moss Vale** 8.30am – 11am  
Sunday: Closed

**Bowral** 02 4861 3183

Suite 1, 70 Bowral Street, Bowral, NSW 2576

**Moss Vale** 02 4862 7333

Suite 1, 41 Willow Drive, Moss Vale, NSW 2577

### Doctors – Bowral

#### Dr Stephen Barnett – Principal

Special interests: Paediatrics, Men's Health, Medical Education, Primary Care Research & Occupational Medicine

#### Dr Nicholas Lo – Principal

Special interests: Paediatrics, Chronic Disease Management, Preventative Health, Men's Health, Minor Surgical Procedures & Skin Checks

#### Dr Huda Ab Aziz

Special interests: General Practice, Geriatrics, Palliative Care, Paediatric Care & Chronic Care

#### Dr Shahrul Abd Wahab

Special interests: General Practice, Men's Health, Skin Conditions, Chronic Care & Geriatrics

#### Dr Chris Alexander

Special interests: Orthopaedics & Minor Surgery

#### Dr Monique Bulbrook

Special interests: Paediatrics, Women's Health & Chronic Disease Management

#### Dr Amanda Hipwell

Special interests: Paediatrics, Women's Health, Antenatal Shared Care, Genetic Health, Sexual and Reproductive Health & Preventative Care

#### Dr Harshinie Jayamanna

Special interests: General Practice, Child Health, Women's Health and Palliative Care

#### Dr Joo Kim

Special interests: Paediatrics, Women's & Children's Health

#### Dr Penny Knowlden

Special interests: Antenatal Care, Low-Risk Obstetrics, Mental Health, Skin Cancer & Diabetes

#### Dr Grant Lewis

Special interests: Internal & Hospital Medicine, Chronic Disease Management, Men's Health & Skin Cancer

#### Dr Jennifer Loxton

Special interests: Women's Health, Antenatal & Post Natal Care, Feeding Problems in Babies (Lactation Consultancy) & Surgical Assisting

#### Dr Stuart Murray

Special interests: Paediatrics & Dermatology

#### Dr Tess van Duuren

Special interests: Women's Health & Medical Education



## Doctors – Moss Vale

### Dr Taleitha Atkins

Special interests: Paediatrics, Women's & Children's Health

### Dr Clare Haydon

Special interests: Paediatrics & Women's Health

### Dr Stephen Helme

Special interests: Skin Cancer

### Dr Fiona Mackintosh

Special Interests: Paediatrics, Women's & Children's Health

### Dr John Ward

Special Interests: Men's Health, Paediatrics and Chronic Disease Management

## Registrars

### Dr Joyce (Yue Yi) Deng

Special Interests: GP Surgical Procedures & Preventative Health

### Dr Sam Nashi

Special interests: Men's Health & Geriatrics

### Dr Christine Ng

Special Interests: Chronic Disease Management, Preventative Health Care, Women's Health

### Dr Andreas Rauch

Special Interests: Men's Health, Cardiac Care, Emergency Care

### Dr Bernadet Sutanto

Special Interests: Women's Health, Paediatrics, Antenatal Shared Care, Chronic Disease Management & Geriatrics

### Dr Stephanie Wood

Special Interests: Paediatrics, Reproductive Health, Sexual Health & Women's Health

## Medical Student

**Megan Kelly - University of Wollongong's School of Medicine**

## Practice Staff

<b>General Manager:</b>	Sarah
<b>Operations Manager</b>	Kath
<b>HR/Systems Coordinator:</b>	Rachael
<b>Accounts:</b>	Ali, Fiona & Allanah
<b>Administration:</b>	Maddison
<b>Nurse Manager:</b>	Alicia NP
<b>Practice Nurses:</b>	Joel RN, Brooke RN, Chloe RN, Maree RN, Cheryl RN, Amanda RN, Renae EN and Melissa EN
<b>Team Leaders:</b>	Hayley, Stephanie, Rebecca, Allanah, Julie, Linda and Jessica
<b>Receptionists:</b>	Theresa, Megan, Catherine, Gabrielle, Emma and Chloe



## Appointments

Appointments can be made from Monday to Friday. This can be done by telephone, online via Hotdoc (please see reception for further information) or in person during surgery hours.

A standard consultation is up to fifteen minutes in duration. If you think you need longer, please let us know when you make the appointment so that adequate time may be allocated.

Patients who are new to the practice, or who have more than one problem to discuss, may need a long appointment. Other consultations which require longer appointments are:

- Insurance medical examinations
- Annual general examinations
- Minor surgical procedures
- Counselling sessions
- Cervical Screening

Please ask our receptionists if you are unsure about the length of consultation you may need. If you are unable to keep your appointment please remember to ring and cancel it.

***A fee may be charged to patients who habitually forget to cancel appointments.***

## Walk-in appointments

Highlands GP operates on an appointment-based system and does not have routine walk-in appointments during the week. Urgent/acute walk-ins will be triaged by our Nursing Team and, where appropriate, they will arrange for you to see a Doctor.

Walk-in appointments are available on a Saturday morning at both our Bowral and Moss Vale practices, depending on capacity.

## Saturday Mornings

One doctor will be available for consultation between 9am and 12pm. Patients will be seen in order of arrival. We ask that these mornings be reserved for problems that cannot be attended to at other times during the week.

## After hours care arrangements

All doctors within Highlands GP participate in a roster in conjunction with other doctors within the Southern Highlands to provide after hours care.

A clinic is run by PHN on weekends and Public Holidays on Saturday 3pm – 5pm, Sunday and Public Holidays 10am – 12pm, 3pm - 5pm. The clinic is located at 21 St Jude Street, Bowral. At other times a doctor is available by telephone 4861 6433.

## Home Visits

If you are unable to attend the surgery due to illness or disability, the doctors are available for home visits. In an emergency, these will be attended to immediately. In less urgent circumstances, please advise us as early as possible that a visit is required so that the doctor's day may be planned ahead.



Regular visits are scheduled for elderly, disabled and nursing home patients. Home visits are available for patients who live less than 10km from the surgery.

### Telephone Access

GPs in the practice may be contacted during normal surgery hours. If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that the GP will return your call. Your call will always be put through to a Nurse or GP in an emergency.

Your doctor may consider a consultation more appropriate than a telephone call, in which case an appointment will be arranged for you.

### Electronic Communication

**Email** – Email is not a secure form of communication, if you choose to contact Highlands GP via email, this is considered as patient consent for our staff to reply via email. Our staff endeavour to respond to email messages in a timely manner, however for any urgent clinical messages for our doctors please phone the practice.

**SMS** – Highlands GP uses Hotdoc for our online bookings and SMS messaging. These are sent to remind patients of scheduled appointments, health reminders and health recalls. Please make sure you update the practice if there is a change to your mobile number. Please let us know if you would like to be removed from the SMS list.

**Post** – For patients who have opted out of SMS, a letter may be sent regarding reminders or recalls. Letters received by the practice are scanned into the patient file and forwarded to the doctor to review.

Our website is updated regularly and contains the practice contact details, location, opening hours and information regarding fees and services offered.

### Services Available

- General Medical Health Care
- Women's Health
- Men's Health
- Worker's Compensation
- Pre-Placement Medical Assessments
- Aviation Medical Assessments
- Travel Vaccinations & Advice
- Immunisations
- Palliative Care
- Weight Control Management
- Diabetes Management
- Management of Heart Disease & Blood Pressure
- Lactation Support
- Baby & Child Health
- Obstetric Prenatal Care
- Sport Medicine
- Annual Health Assessments for patients over 75
- Home Visits
- Minor Surgical Procedures
- Counselling
- Full Skin Check
- Yellow Fever – Vaccination Centre



## Other Services

Highlands GP engages with a range of relevant health and community services to improve your care. We can assist you with available addresses and telephone numbers of community and other health organisations within the local area.

## Hospital

Bowral & District Hospital	<b>4861 0200</b>
Southern Highlands Private Hospital	<b>4862 9400</b>

Dr Grant Lewis and Dr Penny Knowlden are Visiting Medical Officers at Bowral & District Hospital.

Dr Grant Lewis, Dr Stephen Barnett, Dr Jennifer Loxton, Dr Chris Alexander, Dr Penny Knowlden and Dr Tess van Duuren are Visiting Medical Officers of the Southern Highlands Private Hospital.

Patients who are admitted to the Southern Highlands Private Hospital may elect to be treated by one of the above doctors.

## Informed Decisions

Highlands GP understands the importance of providing you with as much information as possible, (eg. the purpose, importance, benefits, risks and possible costs associated with proposed investigations, referrals or treatments) to ensure that you can make informed decisions about your health. Highlands GP also acknowledges the right of patients to refuse any treatment, advice or procedure.

## Fees and Billing Arrangements

Highlands GP is a privately billing practice. Fees are payable on the day of consultation. Cash, cheque, EFTPOS, MasterCard or Visa card are accepted. Patients in genuine financial hardship should talk to their Doctor, as no patient will be turned away due to financial hardship. **Children under the age of 12 years will be bulk billed.**

## Process for Follow up of Results

During your appointment your doctor will advise you to either make a follow-up appointment or ring the surgery for your results. If your results are normal, you will not be contacted by us. If your doctor would like to discuss your results with you we will ring you to make an appointment.

## Referrals and Repeat Prescriptions

Referrals and repeat prescriptions require time and careful thought to prepare. Medical histories, allergies, and past treatments must be reviewed. **For these reasons a consultation is required.**



Only in rare circumstances is a consultation waived and a prescription or referral provided without a consultation. In these instances, a fee will apply. Where possible 48 hours notice for referrals and prescriptions are required.

The provision of an Authority prescription always requires a consultation.

### Reminder System

Our practice is committed to preventive care. We may issue you with a reminder notice or phone call from our practice Nurse from time to time if we notice you are overdue for a visit. In some instances we may contact you to offer preventive health services appropriate to your care. If you do not wish to be part of this system please let your Doctor know.

### Management of your Personal Health Information

The provision of quality health care requires a doctor patient relationship of trust and confidentiality.

Consistent with our commitment to quality care this practice has developed a policy to protect patient privacy in compliance with privacy legislation.

Further information on our policy is available. Talk to your Doctor or ask Reception for a copy of our privacy policy.

### Quality Control

Your safety during visits to our practice is important to us. Consequently, we follow strict infection control guidelines as recommended by the National Health and Medical Research Council.

All items used during your visit are either fully disposable or are sterilized by autoclave under steam pressure. These precautions, and the disposal of clinical waste, are costly in terms of materials, labour and maintenance. They are part of your medical care, and are reflected in our consultation fees.

Our practice is accredited every three years to ensure our facilities and policies and procedures are of the highest standard.

### Special Needs

**Children** - We understand that children can become ill quite suddenly. We have a policy that we will always provide an appointment to see children who are unwell.

Children are able to attend their parent's appointment if necessary. If you require special assistance while you are waiting please ask reception staff if they can provide colouring equipment or additional toys for children.

Breast feeding is encouraged in all areas of the practice however if you wish to feed in private please ask for help. Bottles can be heated if necessary. Baby changing facilities are provided and are located in the rest room near reception.



**Wheelchair** - We have a wheelchair available at reception for patients who are unable to walk from the car.

**Disabled Parking** - There are designated parking spaces close to the entrance of the practice reserved for holders of disabled parking permits.

### **Interpreter Service**

An interpreter service can be accessed for your consultation. Please discuss this with reception prior to your appointment to arrange an interpreter.

### **Patient Feedback**

At Highlands GP, we welcome the views of patients as to how our services might be improved. In the interests of improving patient care, surveys of patients' opinions are conducted from time to time.

In the meantime, should you have any feedback, please let us know. A feedback box is located at reception.

If you have any serious concerns, please discuss these with your doctor or our Practice Manager in the first instance or, if necessary you may write to:-

### **Health Care Complaints Commission**

Level 13, 323 Castlereagh Street, Sydney NSW 2000

Locked Bag 18, Strawberry Hills NSW 2012

Phone: 1800 043 159 (Toll Free) or (02) 9219 7444

Fax: (02) 9281 4585

TTY: (02) 9219 7555

Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

Website: [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)