

11 Highfields Circuit
Port Macquarie NSW 2444
Tel: 6581 3007
Fax: 6581 3009



Monday to Friday
8.00am – 6pm

Saturday
8.30am – 12 midday

www.westsidemedical.com.au
facebook.com/wmcpportmac

Welcome to Westside Medical Centre! Our practice is committed to quality improvement and is fully accredited with AGPAL 4th Edition Standards. Our aim is to provide the highest quality care and the full range of primary health care services to its patients.

Appointments: Every effort will be made to accommodate your preferred time and GP. Our staff have been trained in triage and emergencies will always be given priority. Longer consultation times are available on request. Appointments can be made by phoning 6581 3007, online via our website, Facebook page or the "HotDoc" App.

Fees & billing arrangements: Fees are payable at the time of consultation by cash or EFTPOS. If you have any difficulty paying our fees, please discuss it with us. Some services are not covered by Medicare.

Standard Consultations from \$75
Health Care Card Holders from \$55

Patients presenting with a work related injury are liable for all costs incurred until a WorkCover claim has been approved, along with Insurance company's address and phone number.

Arrangements for Care Outside Normal Opening Hours: Our practice provides 24-hour care for patients of this practice. If you need to speak with one of the Westside Medical Centre doctors outside of our opening hours, you can call 0498 993 007. Please note that there will be a non-Medicare-rebatable fee of \$50 for this phone service for all patients. If it is deemed necessary for the doctor to see you out of hours, the minimum call-out fee will be \$250 for all patients. Medicare rebates may apply.

Management of your Personal Health Information: Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the Australian Privacy Principles. Our privacy policy is available on our website or from Reception upon request.

Missed Appointments: As a courtesy to the doctor and other patients of the practice, please give as much notice as possible (minimum 2 hours) if you are unable to keep your appointment. Missed appointments without explanation may result in a fee.

Your Rights: If you have a problem we would like to hear about it. Please feel free to talk to your doctor, nurse or our Practice Manager. You may prefer to write to us or use our "suggestions box". We take your concerns, suggestions and complaints seriously. However, if you wish to take the matter further and feel that you need to discuss the matter outside of the practice there are several options available including: The Medical Registration Board, Australian Medical Association (AMA) or Health Care Complaints Commission on 1800 043 159.

Rudeness, aggression, physical or verbal threats or foul language toward any members of our staff will not be tolerated.

Results: It is always important to follow through with the health care process. Patients may make an appointment with their doctor to receive results OR they may phone the practice 3 to 4 days after their test and speak to a nurse.
Urgent abnormal results are recalled on a daily basis.

Telephone access to GPs: As a courtesy to our patients we try not to interrupt the doctor while in consult, so a message will be taken by reception and passed on to them. The doctor will decide on the action to be taken regarding the message, however due to the demands on our doctors' time, the only way we can guarantee a response is for you to make an appointment to see your doctor.

Home & Other Visits: Home visits are available for our regular patients whose condition prevents them from attending the practice. If you require a home visit, please call our receptionists and they will be happy to speak with a doctor to arrange a visit (if deemed necessary) for you.

Reminders: Our practice is committed to preventative care and utilises a robust reminder system. Reminder notices are sent via email, SMS, mail or phone offering you preventative health services appropriate to your care. If you do not wish to receive these reminders, please let reception know.

Interpreter Service: If you or a family member require an interpreter service, we can organise this for you.

**A/Prof Debbie Kors - Dr Meredith Wyatt - A/Prof Sandy McColl - Dr Andrew Whitworth - Dr Suzanne Lyon
Dr Valia Tolia - Dr David Chessor - Dr Mark Stewart - Dr Kate Moriarty - Dr Sharon Sykes
Dr Zhao Huang - Dr Manpreet Gill - Dr Judith Gardiner (GP Obstetrician)**