

11 Highfields Circuit  
Port Macquarie NSW 2444  
Tel: 02 5519 8200  
Fax: 02 9024 4629



Monday to Friday  
8.00am – 5:30pm

www.westsidemedical.com.au  
facebook.com/wmcportmac

Welcome to Westside Medical Centre! We are committed to quality improvement and accredited with AGPAL. Our aim is to provide quality care and offer a range of primary health care services to our patients.

**Appointments:** Effort will be made to accommodate your requests and prioritise emergencies. Standard consultations are 15 minutes. Appointments can be made by phone (02 5519 8200), online via our website, Facebook or HotDoc.

**Fees & billing arrangements:** We are a private billing-practice and fees are payable at the time of consultation by cash or EFTPOS.

Standard Consultations from \$85  
Health Care Card Holders from \$65

Some consultations and services are Bulkbilled. Work-related services are paid by Workcover only when the Insurance company's address, phone number and Workcover claim number are provided. If not, the patient is liable for all costs at the time of consultation.

**Arrangements for Care Outside Normal Opening Hours:** We provide 24-hour care for Westside Medical Centre patients, accessed by calling 0498 993 007, outside our opening hours. The phone service fee will be \$50 with no Medicare rebate. If the doctor deems it necessary to see you out of hours, the minimum call-out fee will be \$250 with no Medicare rebate.

**Management of your Personal Health Information:** Your medical record is confidential and protected by our *Privacy Policy* bound by the Australian Privacy Principles. You will need to provide 3 identifiers (e.g., Name, DOB, address) when engaging with our staff.

**Missed Appointments:** If you are unable to keep your appointment, notify us within 2 hours so that it can be cancelled. Missed appointments without notice could result in a consultation fee.

**Your Rights:** If you have a concern, we would like to hear about it. Please feel free to talk to your doctor, nurse, or our Practice Manager. 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 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 profanity towards any members of our staff will not be tolerated.**

**Results:** It is important that you follow-up on your results by booking an appointment with your doctor OR requesting to speak to a nurse. When results are urgent and abnormal a nurse will contact you for a recall appointment.

**Telephone access to GPs:** As a courtesy, we try not to interrupt the doctor while consulting. Reception will take a message and notify the doctor who will determine the action. However, 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 as per doctor discretion. If you require a home visit, please call our receptionists who will liaise with your doctor and inform you of the details/outcome.

**Reminders:** We have implemented a reminder system. Reminder notices are sent via SMS, mail, or phone. If you do not wish to receive these reminders, please let reception know.

**Interpreter Service:** If you or a family member require an interpreter, we can organise this for you or you could call 131450.

A/Prof. Debbie Kors	Dr Suzanne Lyon	Dr David Chessor	A/Prof. Sandy McColl
Dr Meredith Wyatt	Dr Valia Francis	Dr Kate Moriarty	Dr Mark Stewart
Dr Sharon Sykes	Dr Elizabeth Ryrie		Dr Geoffrey Arthurson
Dr Ryan Barnett	Dr Iona Cherian	Dr Carolina Mazur	Dr Judith Gardiner (GP Obstetrician)

REVIEWED: JULY 2022