

Anonymity

A patient has the right to be dealt with anonymously, provided this is lawful and practicable. However, in the medical context this is not likely to be practical or possible for medical and insurance rebate purposes. It could also be dangerous to the patient's health.

Transborder Data Flows

Individual's privacy is protected Australia-wide by privacy laws. We will take steps to protect patient privacy if information is to be sent interstate or outside Australia.

Collection, Use and Disclosure of Your Information

Information about a patient's medical and family health history is needed to provide accurate medical diagnoses and appropriate treatment. We will be fair in the way we collect information about our patients. This information is generally collected from the patient, and otherwise with the patient's consent. However, from time to time we may receive patient information from others. When this occurs we will, wherever possible, make sure the patient knows we have received this information.

Medical care requires full knowledge of patient health information by all members of a medical team. To ensure quality and continuity of patient care a patient's health information has to be shared with other health care providers from time to time. Some information about patients is also provided to Medicare, and private health funds if relevant, for billing and medical rebate purposes.

The doctors in this practice are members of various medical and professional bodies including medical defence organisations. There may be occasions when disclosure of patients' information is required for medical defence purposes.

There are also circumstances where a medical practitioner is legally bound to disclose personal information. An example of this is the mandatory reporting of communicable diseases.

It is necessary for us to keep patient's information after their last attendance at this practice for as long as is required by law or is prudent having regard to administrative requirements.

Access

A patient has the right to access their information. They may ask to view the information or ask for a copy of a part or of the whole record. While not required to give reasons for their request, a patient may be asked to clarify the scope of their request. There are some circumstances in which access may be denied but in such an event, the patient will be advised of the reason.

A charge may be applicable where the practice incurs costs in providing access. This will depend on the nature of the access.

The material over which the doctor has copyright might be subject to conditions that prevent further copying or publication without the doctor's permission.

If a patient finds that the information held on them is not accurate or complete, the patient may have that information amended accordingly.

Upon request a patient's health information held by this practice will be made available to another health service provider.

Parents / Guardians and Children

The right of children to privacy of their health information, based on the professional judgement of the doctor and consistent with the law, might at times restrict access to this information by parents or guardians.

Complaints

It is important to us that your expectations about the way in which we handle your information are the same as ours. Please do not hesitate to discuss any concerns, questions or complaints about any issues related to the privacy of your personal information with your doctor or the manager.

If you are still dissatisfied you may wish to contact the Federal Privacy Commissioner, via the Privacy Hotline 1300 363 992 or refer to www.privacy.gov.au.

ARKABA MEDICAL CENTRE

257 Fullarton Road
PARKSIDE SA 5063

Tel 8373 0888
ALL HOURS

FAX 8373 2092

Monday – Thursday 7.30am – 8.00pm
Friday 7.30am – 6.00pm

Saturday, Sunday & Public Holidays
9.00am – 1.00pm

Closed Good Friday, Christmas Day
& New Year's Day

All opening hours subject to patient bookings

Arkaba Medical Centre Doctors

All of Arkaba Medical Centre's doctors are experienced General Practitioners. Listed below are areas of particular interest for your information.

Dr Catriona Angus MBBS, Dip RANZCOG
Antenatal Shared Care & Women's Health
Respiratory Medicine, Paediatrics
General Medicine

Dr John Bird MBBS
General Medicine, Aged Care

Dr Daphne Y Cheng MBBS, FRACGP
Antenatal Shared Care, Women's Health
Minor Surgery

Dr Dorothy P Cheng
MBBS, FRACGP, DCH(SA), DRANZCOG
Antenatal Shared Care, Paediatrics

Dr Lisa Colls MBBS
General Medicine, Women's Health
Minor Surgery

Dr William Crompton MBBS
General Medicine, Skin Cancers
Minor Surgery

Dr Philip Crowley MBBS
Addiction Medicine, Skin Cancers
High Cholesterol

Dr Dharshini Cugadasan MBBS
Paediatrics, Women's Health
Minor Surgery

Dr Karyn Fuller
FRACGP, MBBS (Hons), MPH, Dip CH
Women's Health, Antenatal Shared Care,
Paediatrics

Dr Alison George MBBS, FRACGP, Dip RACOG
Antenatal Shared Care, Women's Health
Counselling, Paediatrics

Dr Virginia Hillier MBBS
General Medicine, Shared Antenatal Care
Women's Health, Diabetes
Nutrition & Lifestyle Issues

Dr Vikas Jasoria
MBBS, DRCOG, BSc (Hons), MRCP, FRACGP
Men's Health, Mental Health,
Chronic Disease Management

Dr SN Ronnie Koh MBBS
Geriatrics, Psychiatry, Minor Surgery,
Musculo-skeletal problems

Dr Yuen Koh MBBS
Women's Health, Paediatrics

Dr Geoffrey Krieger MBBS, D Obst RCOG
General Medicine, Paediatrics

Dr Clara Lim MBBS
General Medicine, Paediatrics

Dr Mee Yoke Ling MBBS
Adolescent Health, Counselling,
Women's Health

Dr William Morrison MBBS
General Medicine,
Musculoskeletal problems

Dr Chris Moy MBBS
Counselling, Psychiatry
Palliative Care, Paediatrics

Dr Sarah Parker MBBS (Hons), FRACGP
Women's Health, Paediatrics

Dr Kulwant Pradhan MBBS
General Medicine, Paediatrics
Women's Health

Dr Martyn Thomas MBBS
General Medicine
Geriatrics, Psychiatry

Dr Christian Wangel MBBS, FRACGP
General Medicine
Geriatrics, Minor Surgery

Dr Owen Watson MBBS
General Medicine

Dr Jackie Yeoh MBBS, FRACGP, IBCLC
Paediatrics, Women's Health
Antenatal Shared Care, Breast Feeding

REGISTRAR

Dr Nicola Williams MBBS, Dip C&YH
General Medicine, Women's Health, Chronic
Disease

PRACTICE NURSES

Beth Crisp – Registered Nurse
Vivien Heading – Registered Nurse
Helen Marek – Registered Nurse
Lisa Suter – Enrolled Nurse

Privacy Policy

Arkaba Medical Centre complies with the National Privacy Principles, and information regarding our Privacy Policy is outlined below.

Collection

It is necessary for us to collect personal information from patients and sometimes others associated with their health care in order to attend to their health needs and for associated administrative purposes.

Sensitive Information

Health information is 'sensitive information' for the purposes of privacy legislation. This means that generally patients' consent will be sought to collect health information that is necessary to make an accurate medical diagnosis, prescribe appropriate treatment and to be proactive in patient health care.

Use and Disclosure

A patient's personal health information is used or disclosed – for purposes directly related to their health care and in ways that are consistent with a patient's expectations. In the interests of the highest quality and continuity of health care this may include sharing information with other health care providers who comprise a patient's medical team from time to time. In addition there are circumstances when information has to be disclosed without patient consent, such as:

- Emergency situations.
- By law, doctors are required to disclose information for public interest reasons, eg mandatory reporting of some communicable diseases.
- It may be necessary to disclose information about a patient to fulfil a medical indemnity insurance obligation.
- Provision of information to Medicare or private health funds, if relevant, for billing and medical rebate purposes.

In general a patient's health information will not be used for any other purposes without their consent. There are some necessary purposes of collection for which information will be used beyond providing health care, such as professional accreditation, quality assessments, clinical auditing, billing and so forth.

Data Quality

All patient information held by this practice relevant to the functions of providing health care will be maintained in a form that is accurate, complete and up to date.

Data Security

The storage, use and, where necessary, transfer of personal health information will be undertaken in a secure manner that protects patient privacy. It is necessary for medical practices to keep information after a patient's last attendance for as long as is required by law or is prudent having regard to administrative requirements.

Openness

This practice has made this and other material available to patients to inform them of our policies on management of personal information. On request this practice will let patients know, generally, what sort of personal information we hold, for what purposes, and how we collect, hold, use and disclose that information.

Access and Correction

Patients may request access to their personal health information held by this practice. Where necessary, patients will be given the opportunity to amend any personal information held that is incorrect.

There are some circumstances in which access is restricted, and in these cases reasons for denying access will be explained.

A charge may be payable where the practice incurs costs in providing access.

This practice acknowledges the right of children to privacy of their health information. Based on the professional judgement of the doctor and consistent with the law, it might at times be necessary to restrict access to personal health information by parents or guardians.

Upon request a patient's health information held by this practice will be made available to another health service provider.

Identifiers

These are the numbers, letters or symbols that are used to identify patients with or without the use of a name (eg Medicare numbers). We will limit the use of identifiers assigned to patients by Commonwealth Government agencies to those uses necessary to fulfil our obligations to those agencies.

Medical Students

As part of Arkaba Medical Centre's commitment to the greater community, we are pleased to advise that Medical Students from Adelaide University and Flinders University may be present from time to time with the doctors. We respect and value your privacy, and as such, medical students are only permitted in rooms during consultations with the express permission of each patient.

Transfer of Medical Care and Records

We understand that for any number of reasons, patients may need to transfer their care to another General Practice. In order to provide your new practice with your medical records, we request a written authority, signed by all patients aged over 14 years, from your new practice. We will promptly attend to such requests by providing a summary of your medical records directly to the new practice. You will be provided with the option of requesting that a copy of your entire medical record be sent to your new General Practitioner. In this case, please note that an administration fee will apply to all such requests, and in addition to this, retrieval fees may also apply for some patients whose medical history is archived.

Your Rights

The Doctors and support team of the Arkaba Medical Centre always aim to provide you with the best possible health care service. If you have a suggestion about our service, or if you are unhappy with any aspect of it, we would encourage you to talk with your Doctor, or ask to speak to the Manager. We take your suggestions seriously. However, if you wish to take the matter further, and feel that you need to discuss it outside the practice, there are several options, including the Australian Health Practitioner Regulation Agency (Tel 1300 419 495).

ARKABA MEDICAL CENTRE

It is our pleasure to welcome you and your family to the Arkaba Medical Centre – a modern, fully accredited practice dedicated to a high standard of professional, comprehensive care for you, your family and the community. The Arkaba Medical Centre was established by the amalgamation of Fullarton Family Practice and Glenunga Clinic, in July 2004, to build upon the high standard of care of the existing practices, and to offer our patients a more comprehensive range of general practice services.

The practice is committed to providing a high level of continuing quality health care to its patients. As part of this commitment, the practice provides extended opening hours, longer appointments for more complex problems, home visits and visits to nursing homes. In addition, Doctors at the practice have admitting rights to a number of local private hospitals.

Arkaba Medical Centre's General Practitioners are all vocationally registered, and committed to ongoing education.

We pride ourselves on our team effort, commitment to quality health care and service, support, communication and confidentiality. Thank you for choosing the Arkaba Medical Centre as your health care provider.

Services Available

The practice provides a wide range of general practice services including general medical care, ECGs, preventive medicine and check-ups, men's and women's health, pap smears, family planning, pregnancy tests, vaccination and travel medicine, minor surgery and stitching of lacerations, removal of moles and sunspots, freezing of warts and sunspots, and counselling. In addition, several Doctors in the practice provide shared pregnancy care.

Opening Hours

Monday to Thursday 7.30am – 8.00pm, Friday 7.30am – 6.00pm
Saturday, Sunday & Public Holidays 9.00am – 1.00pm
(Closed Good Friday, Christmas Day and New Year's Day)

Please note that our opening hours are subject to patient bookings.

After Hours Arrangements

Outside of the usual opening hours, care for patients is provided by an approved locum service, GP Solutions. Please ring the normal surgery number and your call will be diverted automatically to this service. Alternatively, you may call them direct on 8130 3318.

In any life-threatening situation, however, it is advisable that you call 000.

Appointments

In general, consultations are by appointment and are made by telephoning 8373 0888. Please indicate your preferred time and the Doctor you wish to see.

Emergencies and urgent problems are given priority. If your problem is urgent, please advise the reception staff to ensure that appropriate arrangements are made.

Longer appointments are available for multiple or complex problems, counselling, medical check-ups and insurance and employment medicals. In these situations, please advise the reception staff when booking your appointment.

Wherever possible, reception staff will advise you if there is any undue delay, and we would appreciate it if you could advise them if you are delayed or unable to attend your appointment. A non-attendance fee may be charged if your appointment has not been kept and if you have not advised us of this.

Home Visits

Home visits are available for substantial medical reasons, for regular patients of the practice who live within a reasonable distance, and whose condition prevents them from attending the surgery. In these situations, please ring the normal surgery number and speak with the reception staff. Home visit fees may apply, and will be charged at the discretion of the treating doctor.

Consultation Fees and Accounts

We request that fees be paid in full at the time of consultation. Fees may be paid by cash, cheque or EFTPOS. Please refer to the information provided in reception for a schedule of our consultation fees, including details about our payment policy.

Please note that other services and treatment room services (eg. home visits, nursing services, minor surgery, suturing, dressings) may incur additional costs.

In situations of financial hardship where you may have difficulty paying the fee, please discuss this with your Doctor. All fees charged are at the discretion of the treating Doctor.

Telephone Access

Doctors in the practice may be contacted during normal opening hours. If the Doctor is with a patient, reception staff may take a message and the Doctor will return your call. Please give the reception staff some indication of the urgency of the problem, as your call will always be put through to a Doctor in an emergency. Patients are requested to ring after 10am for non-urgent messages.

It is important to note that Doctors are, in general, unable to make diagnoses over the telephone, and that in situations where there is any risk to you, the Doctor will advise that you attend the practice or seek direct medical care.

Medical Certificates

If you require a sickness certificate for time away from work, study or childcare, please book an appointment as early as possible in the illness, as it is not possible to backdate certificates.

Referral Policy

If you need a referral or re-referral to a specialist, we require that you attend for a consultation with a Doctor at the practice. Doctors may, at their discretion and under certain circumstances, issue a re-referral in the patient's absence. A fee of \$15 will apply.

Repeat Prescriptions

In the interests of better health care and monitoring, repeat prescriptions will generally not be issued without a Doctor's consultation. All patients will be requested to attend the surgery.

Under certain circumstances, and at the discretion of the treating doctor, prescriptions may be written in the patient's absence – a fee of \$15 will apply for prescriptions written without a Doctor's consultation, payable upon collection from the surgery. Except in exceptional circumstances, prescriptions will not be posted or faxed. Please give 24 hours notice. Repeat prescriptions are unable to be written on the weekends or public holidays without an appointment.

Test Results

A follow-up consultation is generally required so that your results may be discussed, and treatment arranged if necessary.

If your Doctor has advised to telephone for the test results, we request that you telephone only between 10am – 4pm Monday to Friday. Only practice Doctors or the practice nurse will be able to notify you of results, as reception staff are not authorised to do so. Our Practice Nurses are Vivien, Beth, Helen and Lisa.

Recalls

Arkaba Medical Centre offers patients the option of being involved in our Recall System (for procedures such as pap smears, diabetes reviews etc), and also the National Breast Screen and the SA Cervix Screen recall system. Please discuss this with your Doctor.

GP Registrars

Arkaba Medical Centre is proud to be accredited by the RACGP to provide post graduate training for our future General Practitioners. GP Registrars working towards their FRACGP (Fellowship of the Royal Australian College of General Practitioners) consult at our practice and receive part of their training with appropriately accredited doctors within the practice.