



Practice Information Sheet

CONTACT US:

Ground Floor, Newcastle Private Hospital, 14 Lookout Road, New Lambton Heights NSW 2305

Telephone: 4941 8754

Facsimile: 4941 8681

Email: haimunit@gmail.com

Website: www.theheightsmedicalpractice.com.au

OUR PRACTICE

Dr Ulrich Liedvogel – Practice Principal.

Dr Liedvogel has a keen interest in the management and rehabilitation of acute injuries.

OUR FRIENDLY STAFF:

Tricia Mulcahy – Practice Manager

Emily Mulcahy – Medical Secretary

OPENING HOURS:

Monday – Friday: 8am to 5pm.

Saturday & Sunday: CLOSED

AFTER-HOURS:

If you have an emergency and need urgent medical attention, please dial **000** or visit your nearest emergency department.

For less urgent after-hours service, call:

GP Access: **1300 130 147**

Health Direct: **1800 022 222**

FEES and PAYMENT:

The Heights Medical Practice & HAIM unit is a mixed billing practice. Bulk billing may be available for eligible concession (pension, healthcare, DVA) & patients under 16 years old. Standard Medicare rebates are available for all other patients. Please see our schedule of fees for further information.

Our Fees:

Level A Consultation	\$41.00
Level B Consultation	\$65.00
Level C Consultation	\$115.00
Level D Consultation	\$135.00

Workers Compensation Fees:

Level A Consultation	\$39.50
Level B Consultation	\$79.00
Level C Consultation	\$146.00
Level D Consultation	\$220.00

Suture & Dressing Fees start at \$25

APPOINTMENTS:

For appointments please call between our opening hours, Monday to Friday. You may also leave a message via telephone, email or by presenting to our practice. Please allow time for us to receive your message and get back to you as soon as we can. We aim to reply within 1 working day.

On initial consultation with your doctor, you will require more time. This allows for a complete health history to be documented. We endeavour to run on time, it is not always possible, therefore, if you think you need **extended time** with your doctor, please let us know at time of booking. If you are making a booking to discuss **multiple problems, for a complex health issues, mental health assessments,**

procedures and cervical screening please ask for a long appointment. Making the right appointment for your needs will assist the doctor to run on schedule. If you need a **'script only'** appointment, please inform our staff and we can schedule a short 5-minute appointment for you.

Emergencies will always be given priority. Patients presenting with a **work-related injury** are liable for all costs incurred until a Work Cover claim has been approved.

VERBAL & PHYSICAL ABUSE, FOUL LANGUAGE & RUDENESS TOWARD ANY MEMBERS OF STAFF, WILL NOT BE TOLERATED

SERVICES AVAILABLE:

As well as routine consultations, the following services are also available:

- Check-ups
- Acute Injury Management
- On-site pathology and imaging
- Cervical Screening
- Pregnancy Tests
- Counselling
- Immunisations (children & adults)
- Skin Checks
- Liquid Nitrogen ('freezing therapy' for warts & sunspots)
- Excision treatment (stitching lacerations, removing moles & skin cancers)
- Care Plans
- 75 years & older health checks
- Smoking Cessation support

Health promotion and prevention services are also actively used by all our medical team. Please speak to your doctor as to what we may have available to you.

IF YOU ARE UNABLE TO ATTEND YOUR APPOINTMENT:

If you are unable to attend your scheduled appointment, please let us know as soon as possible by phoning our practice. We will happily re-schedule an appointment for you. We ask you to let us know a minimum of 2 hours before your appointment, this allows us to offer your appointment to another patient in need. Failure to attend 3 or more appointments in a row may result in you being charged a cancellation fee.

HOME VISITS:

Home visits are available for our regular patients whose condition/s prevent them from attending the practice. If you require a home visit, please call our receptionists and they will be happy to speak with one of our Doctors, to arrange a visit (if deemed necessary) for you.

COMMUNICATION & TELEPHONE CALLS:

Usually your GP will be unable to speak with you while consulting with other patients. Any phone queries will be handled by receptionist staff who will pass the messages onto the Doctor as soon as possible. We aim to return phone calls before the end of business the same day. Best Practice software allows us to send secure messages to the Doctor while linking the patient to the subject and query. Referrals & scripts can be organised using this system.

PATIENT RIGHTS & FEEDBACK:

Patients have the right to receive safe, effective, high quality care and to be treated with the respect, dignity and consideration they deserve. This includes being informed about services, treatment and options in a clear & open way, to participate in decisions & choices about your health care, privacy & confidentiality regarding your personal information and have your concerns addressed.

Our practice endeavours to please our patients in every way possible, therefore, if you have a concern or feedback about your rights or our service please speak to a member of our clinical or administrative team.

We will be able to direct your issue in the right direction. We encourage you to notify us of any complaint or issue you may have by writing to our practice manager:

Tricia Mulcahy

Ground Floor, Newcastle Private Hospital, 14 Lookout Road, New Lambton Heights, NSW 2305.

P.O. Box 140, New Lambton NSW 2305.

Email: trish.thmp@gmail.com

Alternatively, you may prefer to contact the relevant government authority:

Health Care Complaints Commission, Locked Bag 18, Strawberry Hills, NSW 2012.

Telephone: 1800 043 59

Email: hccc@hccc.nsw.gov.au

TEST RESULTS:

Throughout your appointment, your doctor will advise you to either schedule a follow-up appointment or to ring the surgery and book an appointment once you have completed a certain investigation e.g. imaging, pathology, specialist appointment etc. Results will NOT be provided over the phone, to receive results please make an appointment. Results usually take 2-7 days to receive.

If your results are normal, you will not be contacted by us. If your doctor would like to discuss your results, we will ring you to make an appointment.

MANAGEMENT OF PATIENT HEALTH INFORMATION:

The privacy of your health is extremely important to us. All staff, including administration, respect your privacy and keep your health information strictly confidential at all times. Your medical record is a highly confidential document, as such it is a policy of this practice to maintain security of your personal records always and to ensure this information is only available to the relevant authorised authorities, under the Health Records & Information Privacy Act, 2002. Please be aware that your health information may be disclosed in referrals to other health care providers as our practice regularly engages with local and allied health.

If you require your medical records to be transferred to/from our practice, we kindly ask you to sign a release of medical records form that will be sent to the appropriate destination. The records will be transferred within 30 days of signature.

PATIENTS WHO REQUIRE COMMUNICATION SERVICES:

Patients who require communication assistance or support are asked to alert our reception staff when making an appointment.

WANT MORE INFORMATION?

Please visit our website:

<http://theheightsmedicalpractice.com.au/>

You may also call us at the practice to speak to one of our friendly staff members.

Thank you.