



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: info@theheightsmedicalpractice.com.au

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.

Dr Sonya McClure

Dr McClure's interests are women's health, paediatrics, mental health, and preventative medicine.

Our friendly staff

Tricia Mulcahy – Practice Manager

Opening Hours

Monday – Friday: 8.30am 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**

National Home Doctor Service: **137 425**

Fees & 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. Copies of our practice fees schedule are available at the reception counter, showing the full fee, your Medicare rebate, and the resulting out-of-pocket cost for each service. Fees are payable at the time of consultation and can be made by cash, EFTPOS or credit card.

Appointments

For appointments, please call between our opening hours, Monday to Friday. Consultation is by appointment only with your preferred doctor wherever possible for continuity of care. Patients presenting without an appointment will be triaged to identify the urgency to prioritise a consultation.

While 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.

Initial consultation for new patients will require an extended consultation. If you are making a booking to discuss **multiple problems, for 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.

Telehealth consultations - telephone or video - are available for patients when a face-to-face consultation is not appropriate. Telehealth consultations are privately billed. Unfortunately, Medicare do not currently offer any rebate for telehealth consultations if the patient has not been seen face-to-face at the practice in the previous 12-month period. If you would still like to book a telehealth consultation in this situation, a full private fee is payable with no Medicare rebate.

Emergencies will always be given priority. If you arrive for your appointment and you think you require urgent assistance (due to chest pain, difficulty breathing, dizziness or severe pain) or you believe you may be contagious (flu symptoms, gastro, child with a rash), please advise our reception staff immediately so that we may assist you.

Patients presenting with a **work-related injury** are liable for all costs incurred until a Work Cover claim has been approved.

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.

Patients who require communication services

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

Unable to attend your appointment?

If you are unable to attend your scheduled appointment, please let us now as soon as possible by phoning our practice. This allows us to offer your appointment to another patient in need. Failure to cancel an appointment without sufficient notice may result in a missed appointment fee.

Home visit:

Home visits can be arranged for eligible existing patients whose condition/s prevent them from attending the practice. Please call reception to discuss further.

Telephone calls & communication

Generally, your GP will be unable to speak with you while consulting with other patients. Any phone queries will be handled by administration staff who will pass the messages onto the Doctor as soon as possible. This message will be sent securely via our Best Practice software to the doctor while linking the patient to the subject and query. We aim to return phone calls before the end of business the same day. Referrals & scripts can be organised using this system. Please note that emails may not be checked daily. If you have a more urgent enquiry, please contact the practice by phone. Please be aware that email is not a secure form of communication – please do not include personal health information.

Identifying patients

Each time you contact the practice we are bound by privacy laws to identify all patients or a third party who have been given written consent by separate 3

identifiers. Even if we know you well, we will ask you your name, date of birth and address this is to ensure we have the correct details for the right patient.

Your health information

The privacy of your health information is important to us. All staff, including administrative staff, respect your privacy and always keep your health information strictly confidential. Your medical record is a confidential document and as such it is the policy of this practice to always maintain the security of your personal health information and to ensure that 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. A copy of our Practice Privacy Policy is available at reception on request and outlines how your information may be collected, used or disclosed.

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.

Patient rights

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.

Feedback

Your feedback is very important in helping us identify any problems with the service we are providing and helps us to improve your healthcare experience. Feel free to

discuss any suggestions, ideas, or concerns with any member of our clinical or administrative team. If you would like to notify us of any complaint or issue in writing, please address this to our practice manager:
Ground Floor, Newcastle Private Hospital, 14 Lookout Road, New Lambton Heights, NSW 2305.
P.O. Box 140, New Lambton NSW 2305.
Email: admin@theheightsmedicalpractice.com.au
Alternatively, if you would like to discuss your concern with an external body, you can contact:
NSW Health Care Complaints Commission,
Locked Bag 18, Strawberry Hills, NSW 2012.
Telephone: 1800 043 159
Email: hccc@hccc.nsw.gov.au

Test results

Your doctor may refer you for various tests and investigations. Once these investigations have been completed it is recommended you schedule a follow-up appointment to discuss these results with your doctor. Results will NOT be provided over the phone, to receive results please make an appointment. 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.

Reminders

Our practice is committed to preventative healthcare initiatives. We use a reminder system to advise patients of upcoming or overdue care recommendations (such as health checks, management plan reviews, cervical screening, immunisations and so on). As a result, you may receive an SMS, letter or phone call reminder. If you do not wish to participate in our reminder system, please advise our reception staff.

Want more information?

Please visit our website:
<http://theheightsmedicalpractice.com.au/>
Alternatively feel free to call our practice and speak to one of our friendly staff.
Thank you.