



RENMARK MEDICAL CLINIC

Practice Information



**65 THURK STREET,
RENMARK, 5341**

Phone 85864111

Fax 85864067

www.renmarkmedical.com.au

Monday-Friday 8.30 am-5.30 pm, (Clinic Doors Open)
Saturday 9-11.30 am. (Phones Lines Open) 8.30am-11.30am

***Our aim is to provide a quality health care service
that will have long-term benefits to you.***

PRACTICE DOCTORS

Dr Paul Smith MBBS (Adelaide), DRACOG

In General Practice in Renmark since 1985. Has an interest in Obstetrics, Sports Medicine and skin conditions. He co-ordinates the Flinders PRCC Medical students in Renmark.

Dr Chris Muecke BMBS, DRANZCOG, FACRRM

In general practice since 1986. Has an interest in skin problems and Obstetrics & supervises the Registrar program.

Dr James McLeod BMdSc, BMBS, FRACGP

Trained through Flinders University. Special interests aside from general Practice include Emergency Medicine and skin surgery. Outside of Medicine he loves spending time with his family, gardening, 4 wheel driving, fishing, music, travelling and soccer.

Dr Hamish Eske MBBS, FRACGP

Graduated from Adelaide University in 2012. Interests within General Practice include Chronic Disease Management, Palliative Care and Emergency Medicine. Outside of medicine he enjoys cricket, hockey, Soccer, good food and wine.

Dr Corina Sims AR Art, BAS Bio (Flinders University) DRANZCOG

Advance, FRACGP. She is from the USA. Her interests are in Obstetrics and Women's Health. Outside of medicine she loves to draw and paint and enjoys running and triathlons.

Dr Jacob Mackenzie GPA(JCCA), FRACGP, FARGP, BMBS, B.SC

ASTROPHYS, G DIP ED, EMC, DCH Has a degree in Astrophysics from the University of Adelaide. He Completed medical training at Flinders University, and 2010 was a medical student in the Riverland. Jacob received the national prize for the highest exam result in the country for his final GP examination. He now works as a rural GP & GP Anaesthetist.

Dr Evan Bartel MD, BSc, BA, FRACGP

Although a native of Canada, Evan graduated from medicine at Flinders University in 2014. His work interests include Infectious Disease and Emergency Medicine. He enjoys mountain biking and rock climbing.

Dr Zhao (Ryan) Wang MD BMSc

Graduated from Flinders University in 2014. Returns to Renmark with his family. He spent 2018 here as a Registrar. During 2019 he worked at Flinders Medical Centre. He has also worked at Modbury and Lyell McEwin hospitals. He has a keen interest in rural emergency medicine and anaesthetics. Outside of medicine he enjoys travelling and new foods.

Dr Thomas Everingham MD BEng (Hons) BSc

Returning to his home town of Renmark in 2020 following training at Flinders University and time working at the Lyell McEwin Hospital. Interests include diabetes and heart disease, skin conditions and rheumatology. Outside of medicine he enjoys technology and classic literature.

Dr Tristan Frank MD, BSc (Biomed)

Initially from the Murray Mallee, graduated from Flinders University in 2015, having previously worked as a clinical embryologist. Interests include infectious diseases, skin surgery and cardiology. Outside of medicine enjoys gym, music and photography.

Assoc Dr David Rosenthal MBBS (Adelaide) DRACOG, FAMA

In general practice in Renmark since 1974.

THE PRACTICE STAFF

Our friendly group of hard working administration and nursing staff work closely with our clinical team to provide the right service for you in the soonest possible time. Always tell our receptionists if your needs are urgent.

Administration: Aspasia Practice Manager
Rebecca Assistant Practice Manager
Veronika (Specialist appointments and Referrals)
Jane (Finance Assistant)

Nurses: Helen, Amanda, Sue (Registered Nurses)
Angela, Di, (Enrolled Nurses)

Reception: Wendy, Barbara, Courtney, Jane, Charmaine, Rosemary

SURGERY OPENING TIMES

We are open on Monday to Friday from 8.30 am until 5.30 pm and Saturday 9 am until 11.30 am. We are not open on Sundays or public holidays.

APPOINTMENTS

We run an appointment system and patients should telephone the Renmark surgery to arrange any appointments. However, in cases of emergency, patients will be seen immediately. A few times are kept open each day to fit in urgent problems. If you come without an appointment time, you must expect to wait or return later in the day. Appointments are not available through email, our preferred method is via the telephone.

The duration of a standard appointment is 10-15 minutes. If you think a longer time is required, a prolonged consultation can be arranged on request. **Prolonged consultations** are required for all 'general check-ups', insurance and employment medicals, mental health problems, heavy vehicle licence examinations and if you have a "list of problems".

Only one person can be seen in any one appointment time. Separate appointments are required for other family members. If you ask the doctor to see 'Peter' as well, then you will keep other people waiting longer. Post-natal visits require two appointments, one for Mum and one for the baby.

Mid Clinics are held every Monday afternoon. We regularly hold Chronic Disease Management clinics. We offer an Aged Care Health Assessment service for the over 75 age group. Please speak to your doctor if you would like more information about any of these services.

INTERPRETER SERVICE

If an Interpreter is required please inform the Receptionist. This appointment requires a longer consult. The translating Interpreter Service (TIS) is a free service to the patient. We also have Ethnic Link are available for Greek, Italian, Turkish, Croatian and Punjabi. They can be contacted on 85804161.

On arrival for your appointment we ask that you book in at the reception desk to confirm your presence. You may otherwise be overlooked. Please carry your cards with you at all times eg medicare card, healthcare card, pension card etc, you will be asked to present your medicare and concession card on confirmation of your appointment. Please see the receptionist again after seeing your doctor to settle your account.

HOME VISITS: are usually performed by the duty doctor unless otherwise arranged. In most cases, earlier attention will be received if you are able to attend the surgery. Home visits can be arranged with your doctor - please ask your doctor.

WHEN THE SURGERY IS CLOSED After hours advice can be received by phoning Health Direct which provides medical advice on the telephone — **1800 022 222**.

If you have a medical emergency you will need to go to call **000**.

After hours medical attention can be received at **River Docs ED** at the Riverland Regional Hospital at Berri between the following hours:-
6.00pm to 8.00am Monday – Thursday and from 6.00pm Friday to 8.00am Monday including every weekend and on public holidays.
Please call **85802642**

SPECIALIST REFERRALS AND FEES

Specialist referrals will generally only be given during or after a consultation. In other situations, at least one week notice is requested, and a fee may be charged on collection of the referral, which is not claimable from Medicare. It is essential that you take your referral letter with you to give to the specialist if your appointment is not at the Renmark surgery. A fee will be charged for faxing the referral to the specialist if you arrive for the appointment without it. Most specialists request cash on the day of the appointment. You will be advised of the amount and it will be written on the envelope of your referral if this applies. Please ask Veronika if you have any other queries regarding specialist fees and we may be able to advise you accordingly or you may contact the specialist rooms for confirmation of fees.

TELEPHONING YOUR DOCTOR

In the interests of good patient care, it is best to discuss issues with your doctor during a consultation. When this is not practical, it is possible to speak to your doctor on the phone. We try to keep consultation interruptions to a minimum. If doctor is not able to speak to you at the time of your call, you will be advised the appropriate time to call or we can take your phone number and get the doctor to call you when he is free. Unless there are exceptional circumstances, *we do not correspond by email.*

PATHOLOGY RESULTS

You will have been instructed whether to confirm these results by telephoning or making a follow-up appointment, by your doctor. *All results should be confirmed by you.* You should not presume that they are normal just because you have not been contacted.

SMS MESSAGING

Our practice offers an appointment reminder service via SMS text messaging. Your consent is required. You do not have to agree and can change your mind anytime not to continue with the service. It is important that we have all your correct details, in particular the correct mobile phone number for this service to be effective

TELEHEALTH

Renmark Medical Clinic offers Telehealth consultations. This service is at the discretion of the specialist. A GP or practice nurse are present during the consultation. Skype is the method of communication.

BLOOD TESTS

Blood tests are taken without appointment on weekdays from 8.30 - 12 noon. They can only be done if your doctor has completed a pathology request form. If you have been requested to fast (eg cholesterol, sugar) this means nothing to eat or drink except water from 10pm the night before. There is no fee for blood collection

RECALL REMINDER LETTERS

These are sent for many reasons including smear tests, blood tests and examination reminders. Please ask if you would like to use this service. If you think you are due to have a recall for whatever reason and you have not received a reminder, then it is wise for you to check on this. We can not be held responsible if you choose to ignore these reminders.

PATIENT FEEDBACK

We are happy to receive all feedback regarding the service provided at our medical clinic. Please feel free to contact our Practice Manager or any of the partners. Please address your complain to the Practice Manager or Doctor, 65 Thurk St, Renmark SA 5341. Anonymously written comments will be considered. We care about the quality of the service we provide. From time to time we may invite you to complete a questionnaire on the services at this practice. These questionnaires help us to maintain a high standard of service to all our patients.

You can use our Suggestion Box for this. It is situated on the front counter.

FACILITIES FOR PEOPLE WITH DISABILITY

We have a wheelchair that can be used while at our centre if required. Disabled toilet facilities are also provided. Assisted access can be provided if requested.

PRACTICE ETHICAL CODE

This practice abides by the Australian Medical Association's code of ethics. A copy of the code may be obtained by contacting the above Association on 82674355.

STERILISATION OF EQUIPMENT

All instruments used in this practice are sterilised using modern techniques and in accordance with Australian standards. Single-use equipment is not re-used.

COMPLAINTS

INTERNAL COMPLAINTS-If you are unhappy with any aspect of the service you have received at the Clinic, please put your complaint in writing to the Practice Manager.. You may choose to use the Suggestion Box on the front counter. (see above)

EXTERNAL COMPLAINTS-If you wish to direct a complaint about the practice to an external body, it can be forwarded to :

**Health & Community Services
Complaints Commissioner
1800 232 007**

Email:

info@hscsc.sa.gov.au

OR

OAIC

**Office of the Australian
Information Commissioner**

1300 363 992

Email:

enquiries@oaic.gov.au

TRAVELLING OVERSEAS

Often several vaccinations are recommended for many countries. For adequate protection you need to see your doctor *at least six weeks* before leaving Australia. Please book *a long consultation for travel inquiries*.

FEES

Standard Consult	\$ 85.00
Medicare Rebate	\$ 38.20
Gap on day	\$ 46.80
Brief Consult	\$ 52.00
Medicare Rebate	\$ 17.50
Gap on day	\$ 34.50
Long Consult	\$143.40
Medicare Rebate	\$73.95
Gap on day	\$69.45

IT IS THE POLICY OF THIS PRACTICE TO EXPECT PAYMENT FOR TREATMENT ON THE DAY IT IS PROVIDED

We accept cash, cheque, credit card and EFTPOS

Patients who are holders of a Government Concession will be *bulk billed* on presentation of a *current* Pension or Healthcare card.

Patients not presenting a current card on the day will be asked to pay for their consultation

Consultations involving dressings, heart tracings, urine pregnancy tests, removal of skin lesions, lung function and hearing tests for example, will incur an additional charge. A complete listing is available.

We do ask that you report to the receptionist after your consultation.

If you are having trouble paying your fees, please enquire about alternative payment options such as CentrePay Deductions or discuss with the Practice Manager, Aspasia Papazaharias

We are able to transmit accounts directly to Medicare for you if you wish. You will receive your refund cheque from Medicare within 3-4 weeks. There is also provision on the medicare claim form for you to add your bank details so that the rebate can be deposited into your account within 3-4 working days. Medicare are encouraging this as the preferred method of refund.

INABILITY TO ATTEND

If for any reason you are unable to keep your appointment PLEASE ring the clinic to cancel your appointment. This courtesy makes it possible for another patient to be offered an appointment. If you need to cancel your appointment please advise our reception with at least 4 hours' notice. A charge of \$27.50 will be made for failure to attend an appointment. The fee for failure to attend a double appointment is \$55.00. This fee is not medicare claimable and will need to be paid before your next appointment.

WAITING TIMES IN THE SURGERY

There are many reasons why you may be kept waiting at the surgery. Our doctors cover all admissions and emergencies at the hospital, attend major trauma patients and provide 24 hour cover. A patient with a heart attack can keep the doctor at the hospital for 1-2 hours. Please try to be understanding of the difficulties in keeping to schedule.

Correct booking for longer appointments by patients and not arriving late for your appointment also prevents a backlog in the waiting room. You can ring before your appointment to check if the doctor is on time, or ask on arrival. We will try to keep you informed about delays.

ABUSIVE BEHAVIOUR

This surgery has a **ZERO** tolerance to any abuse that may arise, be it directed at the Doctor or Staff. Any abuse will disqualify you from further medical care. The only exception is a life-threatening emergency. These actions have the full support of the Medical Board of SA.

SPECIALISTS LIVING IN THE RIVERLAND

Dr C. Pradhan & Dr R Hussain— resident general surgeons

SPECIALISTS VISITING- RENMARK

Dr James Roberts—General surgeon

Dr Ian Wong—Ears, Nose & Throat Surgeon

Prof Mark Rickman—Orthopaedic Surgeon

Dr Michael Warhurst—Psychiatrist

Regional Radiology for Ultra Sounds

Country Radiology for Ultra Sounds

Pamela Wakefield-Semmens—Psychologist

OTHER VISITING SPECIALISTS

BERRI

Drs John Hii, Bill Heddle, V.Goh, M. Worthley, Navin Sinhal- Cardiologists

Drs J.Vaille, Dr C DePasquale—Cardiologists

Drs Stephen McGovern, A Karagiannis - Ophthalmologists

Mr Nicholas Chabrel, Mr Richard Clarnette, Mr John Van Essen, Mr Luke Mooney

—Orthopaedic Surgeons

Dr Roger Woods, Dr Marcus Pyragius, Dr Jack Harbison —Plastic Surgeons

Dr Lou Mykyta—Otogeneriast

Mr Zahi Khouri - Oral surgeon

Drs James Aspinall - Urologist

Dr P Subramaniam — Vascular Surgeon

Dr Nitesh Rao—Renal Physician

Dr Asif Chinnaratha- Gastroenterologist

Gynaecologist/Obstetrician Locum Services

BARMERA

Dr Stephen Fitzgerald, Dr J Siew —Physicians

Dr Hooi Son Yap, Dr Shah Shif—Respiratory Physicians

LOXTON

Dr R Kwiatek— Rheumatologist

WE ARE A TEACHING PRACTICE—We participate in the Flinders PRCC (Parallel Rural community Curriculum) Every year we have a student undertaking their second to last year of clinical training based in the Riverland and principally attached to our practice.

PERSONAL HEALTH INFORMATION

The Federal Privacy Act incorporated 13 Australian Privacy Principles (APPs) that set out the rules for handling of personal health information in the private sector. In the interest of providing quality health care, this practice has a privacy policy that complies with the privacy legislation and APPs.

The practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized staff members.

Please see our Privacy Policy Brochure and the brochure Keeping your Personal Information Private in our Practice.

Our practice participates in the digital My Health Record. For more information and your consent to participate, please speak to your doctor. A pamphlet is available in our brochure stand.

DISEASE REGISTERS

This practice submits patient data to various disease registers to assist with preventative health management (eg cervical, breast and bowel screening). If you do not wish to have your information shared with these registers, please let us know. At any time you change your mind, again please let your doctor know.

EMAIL COMMUNICATION

This practice does not use general email communication with patients. The preferred method of communication is via the telephone or presentation at the clinic. The main reason being is that we have a duty of care to maintain patient health information private, secure and confidential. Our IT system is to the highest level, however we have no control over patient systems and their security and do not wish to breach patient health information.

The information in this brochure was correct at the time of printing.

The Renmark Medical Clinic reserves the right to change this information without notice.

Printed on 21st January 2020