

**Consultation Notes**

Your consultation will be recorded in our medical software and a copy sent via security messaging to your local GP.

**Pathology/Radiology Results**

Any test results ordered at time of consultation will also be sent to your local GP. We encourage all patients to follow-up with them directly.

If patients do not have a local GP then you will be advised to come back to the After Hours to discuss results.

**Referrals to Specialists**

We encourage you to obtain referrals from your local GP so the Specialist can correspond with your Doctor and they can monitor your health.

**Medical Certificates**

A Medical Certificate is a legal document and can only be issued where there is a genuine illness preventing you from working - you will need to be seen early in your illness.

**Request for a particular Doctor**

We only have 1 Doctor on per shift and it is based on a roster system which varies each month. If you have a preference you can ring in opening hours to ask which Doctor is working.

**Telephone – there is no over the phone consults**

If it is not an emergency and the Doctor is with a patient the Receptionist will take your name and phone number and ask the Doctor to return your call as soon as he/she is available.

**Telephone Answering Service**

Our phone is not an answering phone so please do not leave a message.

**Emergency Contact Details**

All patients must advise us of an alternative number to ring in case of an emergency.

**Personal Details changed**

Please advise reception of any change of name, address, phone numbers, medicare and pension details.

**Ethnicity (Cultural Background)**

We would prefer patients to advise us of their cultural background so our Practice can accommodate your needs.

**Interpreter Service – open 24 hrs**

We cater to all nationalities and if patient seeks an interpreter, the number to ring is 131450.

**Internet and Email**

Individual medical advice cannot be provided via email; all electronic data is subjected to privacy principles and no confidential information is to be transmitted without encryption.

**Smoking Policy**

There is no smoking on the premises.

**Parking**

There is parking available in the Stg Private Hospital Underground carpark – a fee will apply.

**Wheelchair Access**

We are located on the Ground floor and you can access through front door or carpark and is wheelchair friendly.

**Toilets**

Located on Ground floor near lifts.

**Drugs**

This Practice has a strict policy in NOT prescribing drugs of addiction including narcotics, strong painkillers, tranquillisers and sleeping pills.

**Patient's Consent**

We require your consent to collect personal information about you for disclosure to other health professionals, transferring to a 3<sup>rd</sup> party, research, third party consultation & reminder systems. If this is required, we will ask you to sign a consent form.

**Request for Personal Health Information**

You can request copies of your health information, eg. Pathology results, medications etc but will have to sign a 'Request for Personal Health Information' form for us to do so and a small fee may apply (depending on the quantity printed – please talk to Reception Staff).

# ST GEORGE GP AFTER HOURS SERVICE

St George Private Hospital  
Ground Floor  
1 South Street  
KOGARAH NSW 2217

Tele: 9553 0795

Fax: 8322 8921

Email: [stgahgp@outlook.com](mailto:stgahgp@outlook.com)

[www.stgeorgeafterhoursgp.com.au](http://www.stgeorgeafterhoursgp.com.au)

## ***Practice Information Brochure***

### **Consultation Hours**

Mon - Fri	7.00pm – 10.00pm
Saturdays	1.00pm – 9.00pm
Sundays	9.00am – 9.00pm
Pub Holidays	1.00pm – 9.00pm

Closed	Christmas Eve Christmas Day
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**On Site:** 24hr Ramsay Pharmacy  
DHM Pathology  
Bryant Radiology

## Practice Background

The service was established in 1996 and was a determined effort from a dedicated committee of local GPs. All the general Practitioners working at the After Hours are local practitioners who offer their time and service to the community of the local area.

They are fully qualified and experienced in emergency general practice care and work on a rostering system.

## Our Mission

Is to provide the highest standard of patient care whilst incorporating a holistic approach towards diagnostic and management of illness.

We are committed to promoting health and wellbeing. We do not discriminate in the provision of excellent care and aim to treat all patients with dignity and respect.

Our local General Practitioners provide quality After Hours Care to the local community.

## Home Visits

We do not do home visits, if you need a home visit please call these services:-

\* Sydney Medical Service Co-Op Ltd  
Home visits only  
Tele: 8724-6300  
Week Nights 6pm – 8am,  
Week Ends Sat Noon – Mon 8am  
Public Hols - 24hrs

\* National Home Doctor Service  
Tele: 137 425

6pm weekdays, 12 noon Saturday,  
all day Sunday and public holidays.

## Privacy

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 members of staff (please ask for our Privacy Policy brochure if you require more details on our policy).

## Health Complaints Commission

Our goal is to provide the highest standards of professional care to our patients at all times. If you have a problem or complaint, please address all correspondence to the Practice Manager and mark it Private & Confidential. We take your concerns, suggestions and complaints seriously. Alternatively, you can contact the Health Complaint Agency on their email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au) or call them on 1800 043159.

## Our Fees

All consultations must be paid in full at time of visit and we claim from Medicare directly to have the refund paid into your account.

**Private Billing: Standard: \$80.00-\$90.00**  
**Long: \$115-\$140.00**

**Public Hols: No Bulk Billing – all patients are Charged.**

**Bulk billing** applies to Aged pensioners, Veteran Affair Card Holders and children under 16 years of age, Stg Private Hospital Staff and all Doctors.

**Workers Compensation** - claims will be paid by patient at time of consultation and the patient will be responsible for making a claim to their Company or Insurer unless they have a claim number and then it will be billed to Insurance Company.

## Appointments

We do not make appointments. When you arrive at our service please see reception and they will check your details and then the Doctor will see you in order of patient's arrival times.

**Emergencies will always be given priority –so please advise Reception on arrival.**

## Waiting Times

Every patient is important to us but please understand waiting times may vary depending on how busy we are or medical emergencies – we appreciate your patience in this regard.