

## Practice Information Sheet

### PRACTICE POLICIES

The practice is committed to providing comprehensive care to all patients. Our doctors are trained and experienced in the broad range of problems dealt with in general medical practice. We believe your health is best managed by continuous care from the same source rather than taking different problems to different places. We will refer you for specialist opinions, investigations and treatment when necessary and advise you of any out-of-pocket costs.

### SURGERY HOURS

Monday to Friday	8:00 am	6:00 pm
Saturday	8:30 am	5:00 pm
Sunday & Public Holidays	Closed	Closed

### OUR DOCTORS

Dr Brad Cranney	Dr David Burcher	Dr Gillian Marsh
Dr Shelley Bourne	Dr Abhijit Ray	Dr Elspeth Fotheringham
Dr Glenn Alquiza	Dr Colette Hourigan	

### OUR SERVICES

Family Health	Chronic Disease Management	Travel Vaccinations
Women's Health	Health Assessments	ATSI Health checks
Antenatal & Postnatal care	Childhood immunisations	Immunisations
After Hours	Skin Cancer	Pre-Employment Medicals

### PRIVACY

This practice complies with the Australian Privacy Principles and national privacy laws to ensure that patients personal information remains confidential at all times. When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. It is the policy of this practice to always maintain security of personal health information and to ensure that this information is only available to authorized members of staff. For further information about how we collect, store and protect your personal information please ask reception staff for a copy of our privacy policy.

### PATIENT FEEDBACK

We would like to know of any concerns you may have about the care you receive. Please feel free to talk to your doctor or our reception staff. Ask our reception staff for a Patient Feedback / Complaint Form which will be passed on to the Practice Manager for action.

Practice Principal	Dr Brad Cranney	
Practice Manager	Michelle Robinson	michelle.robinson@marinersdoctors.com.au

Alternatively, you may wish to contact the Health Care Complaints Commission on the details listed below:

### **Health Care Complaints Commission**

Level 12, 323 Castlereagh Street (corner of Hay St)

SYDNEY NSW 2000

T: 1800 043 159 (toll free in NSW)

F: (02) 9281 4585

E: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

### **APPOINTMENTS**

This surgery operates on an appointment-based system, however, walk in patients and urgent patients will be triaged. If you require a long consultation, please advise reception when booking. Telehealth appointments may be available upon eligibility, please discuss with reception. If you are unable to attend your appointment, please advise us on **4356 2555**.

### **AFTER HOURS & EMERGENCIES**

A Doctor is available after hours for patients of this practice. Please call **0414 063 976** to speak with our triage Registered Nurse who will advise you and contact a doctor if needed. A fee is applicable and payable at the time of consult if a home visit is required. Alternatively contact Bridges After Hours GP Clinic (located in Wyong Hospital grounds) on 4394 7333 or Erina Community Health Centre on 4367 9699. If our patients require a home visit, please speak with our friendly reception staff to arrange with available Doctors.

### **FEES**

Mariners Medical is a mixed billing medical practice, with each doctor independently setting their own schedule of fees. The full consultation fee is payable at the time of your appointment. After your consultation we will submit your Medicare claim on your behalf. Please ensure Medicare have your correct bank account details to ensure you receive your rebate as soon as possible.

Where possible information is provided in advance about the cost of health care and the potential for out-of-pocket expenses, however some longer consultations and unexpected services may incur higher out of pocket expenses. Please speak to our reception staff for a full list of fees.

### **RESULTS / RECALLS**

Due to medico-legal reasons, a follow up consultation is required to discuss your results. If results are urgent, the practice will contact you directly to arrange an appointment.

### **REMINDER SYSTEM**

We are committed to preventative health care. Our practice participates in National and State reminder systems and registers. From time to time, you may be issued with a reminder notice offering preventative health services appropriate to your care. If you do not wish to participate in these systems, please notify your doctor.

### **COMMUNICATION**

Telephone calls to doctors will only be put through in the case of emergency. All other calls will be returned outside of consult hours. Our staff are trained to triage the urgency of all calls and will contact a doctor accordingly. Patients can communicate electronically through the 'Contact Us' tab of each practice website – these emails are monitored routinely. Patients who have authorised SMS contact with our practices will receive an SMS appointment reminder.

### **SOCIAL MEDIA**

You can follow us on social media. Please visit our Facebook pages and feel free to follow, like and share with your friends.

