



Patient Information Sheet

Updated 28/02/2019.

Suite 6, 93 Main Street
Merimbula, NSW, 2550

SURGERY HOURS

Monday-Friday 8.30am-5pm
Closed Public Holidays

PHONE:

(02) 6495 2555

FAX:

(02) 6495 2021

AFTER HOURS

South East Regional Hospital
6491 9999

WEBSITE

www.merimbuladoctors.com.au

OUR DOCTORS

Dr. Nick Theris
Dr Shauna Cheah
Dr Sara Frost
Dr Ajesh Shrestha
Dr Ali Valadbeigi
Dr Dilini Pelpola
Dr Pukar Thapa

OUR NURSES

Cassie Conaty & Beverley Haywood

PRACTICE MANAGER

Alison Tygh

ADMINISTRATIVE TEAM

Michelle, Hayley, Kristie,
Carley, Suzette & Renae

ABOUT US

At Main Street Medical Centre, we work in partnership with you, to achieve the best possible health outcomes. To do this, we need to have a complete picture of your current and past medical history, as well as sufficient time to deal with the issues at hand. We also recommend preventative health checks be conducted on a regular basis. Our aim is to provide the highest quality care, not just treatment.

OUR SERVICES

Preventative Health Checks
Chronic Disease Management
Diabetes and Asthma Care
Travel Advice & Vaccinations
ECG's, Spirometry, INR checks
Women's and Men's Health
Pre-employment Medicals
Work cover Injuries
Skin Cancer Medicine
Minor Surgery
Wound Care
Cervical Screening
Shared Antenatal Care
Sexual Health & Contraception

TEEN CLINIC

Confidential and **FREE** of charge
Tues and Weds 3.30pm to 5pm
No appointment necessary

ON SITE ALLIED HEALTH

Audiology, Radiology, Pathology
visiting Dermatologist



Appointments

Appointments can be made over the phone by calling **(02) 6495 2555**, in person or online at www.merimbuladoctors.com.au. Every effort will be made to accommodate your preferred time and GP. Standard consultations are 15 minutes. Longer consultations are available on request, please ask our receptionists if you require some extra time, or are unsure how long you should book for. We ask that a double appointment be made for complex problems and Insurance and Employment medicals. Some of our doctors require longer appointments for new patients. Please also book an appointment for each family member that needs to be seen. Reception staff will attempt to contact you if there is any unforeseen delay or the doctor has been called away.

Every effort is made to keep as close to scheduled appointment times as possible, variation occurs when it becomes necessary to fit in urgent cases between normal appointments. We apologise for delays, however suggest that you phone ahead of your appointment time to see how your GP is running.

Emergencies

Emergencies will always be given priority. Our practice has a 'triage system' in place and is equipped to deal with most emergencies. Our reception staff will attempt to contact or update you on the progress of your scheduled appointment.

Interpreter Services

Interpreter services are available if required, please let us know when you make an appointment and we can organise this for you.

Culturally Appropriate Care

To assist with disease prevention and to deliver culturally appropriate care, please advise your GP of your cultural background.

Fees and Billing Policy

We are a private billing practice. Payment of account is required at the time of consultation by cash, debit or credit card (VISA/Mastercard). The Australian Medical Association (AMA) Fee structure forms the basis of our billing policy and our doctors charge the fees that reflect the time taken and the degree of complexity in each consultation. Our practice offers an online claiming system which allows your Medicare rebate to be paid into your nominated bank account within 24-48 hours. Please ask reception for a full list of fees or if you have any questions regarding method of payment.

Discounts

Bulk billing is available to Department of Veteran Affairs (DVA) card holders and children under 16 years of age. Discount fees are available to Health Care Card Holders and Pension Card Holders.



Out of Pocket Expenses

During your consultation your doctor may recommend you see a specialist doctor or undergo certain tests. Specialist doctors and service providers will normally charge a fee for their service. For more information on individual costs, please contact the provider for a list of their fees.

Electronic Communication

This practice does not accept e-mails as a legal form of contact. The current privacy legislation and directives from the RACGP prevents us from emailing any patient information.

Phone Calls

We try to keep interruptions to every patient consultation to a minimum. You can help us by notifying the following:

1. Please state if it is an emergency
2. Please state if the doctor has asked you to call back regarding your condition.

Urgent calls will be triaged and put through to the nurse or Doctor if required. In the case of non urgent calls, a message will be taken and the reception staff will advise you when it is likely that the GP will be able to return your call. There will be no over-the-phone consultations.

Prescriptions, Referrals and Medical Certificates will not be issued without a consultation. Please discuss this with your doctor if you have any concerns.

Results

Your doctor will advise when they expect your results to arrive at the Practice.

We ask that you phone for your results between the hours of 1pm-5pm when the phones are not so busy. Reception staff are not clinically trained to interpret results, but are directed by the doctor to notify you of any comment made by the doctor, on your results. Your results remain confidential between yourself and the doctor.

Any **urgent** results will be notified by the doctor or a team member under the GP's direction.

It is often necessary for patients to have follow up appointments to discuss results and to implement further action required for your health care.

Reminders

Main Street Medical Centre is committed to preventative care and participate in government reminder systems and registers. Patient consent is required for this.

From time to time, we may send you with an SMS or reminder letter, offering you preventative health services appropriate to your care. Please ensure your mobile number is current when you check in at reception. If you do not wish to receive reminders, please advise your GP or let us know at reception.



Transfer of Medical Records

When you register as a patient of MSMC, you will need to transfer your records from your previous doctor using our *Patient request for medical records* form.

Should you need to leave the practice, you will need to obtain a request form from your new doctor. We are happy to provide a health summary free of charge, however sending your records via disk will incur a **fee of \$20**.

Home Visits

Home visits are available for regular patients of this practice, whose condition prevents them from attending the surgery. Nursing or Residential home visits can also be arranged.

Please give as much advance notice as possible, to allow us to schedule these visits.

Visitors should contact the emergency ambulance service or attend the Emergency Department of South East Regional Hospital, Bega.

Management of Personal Health Information

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

You have the right to request access to, and correction of your personal information. We require you to put this in writing using our *Personal Health Information Request Form* and our practice will respond in a reasonable time.

If you would like a copy of our privacy policy please ask reception.

Feedback

We welcome your feedback and continually strive to improve the standard of service to our patients. Compliments, complaints and suggestions can be made by either speaking to our Practice Manager or by completing our "We welcome your feedback" form, which is available at reception or on our website.

If your concerns can not be resolved by direct contact with the Practice, you may contact:

The Health Care Complaints Commission

Locked Bag 18

Strawberry Hills, NSW 2012

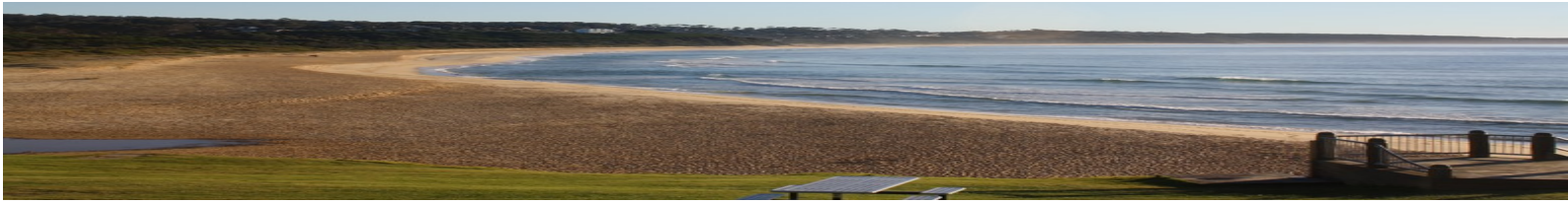
Regional free call: 1800 043 159

www.hccc.nsw.gov.au

Accreditation

Main Street Medical Centre is a fully accredited Private General Practice.





Meet Our Team Of Caring And Dedicated Doctors

Dr Nick Theris MBBS (Hons) UNSW, Dip Obs (Otago), D.R.A.C.O.G, DCH (NZ), FACRRM

Dr. Nick Theris has practiced in the Bega Valley Shire since 1988 and is the practice principal of Main Street Medical Centre. Other than general practice, Dr Theris' interests include skin cancer and cosmetic medicine.

Dr Sara Frost MBChB (Bristol), JCPTGP, RCGP, FRACGP, DFFP

Dr Frost completed her medical degree at University of Bristol, UK. She has special interests in Women's Health and Chronic Disease Management.

Dr Shauna Cheah MBBS (Nottingham UK), B.Med.Sci FRACGP

Dr Cheah completed her medical training in the University of Nottingham, UK. She has interests in women's health, chronic disease and preventative care.

Dr Ajesh Shrestha MBBS

Dr Shrestha graduated with a Bachelor of Medicine and Bachelor of Surgery in 2013 from the University of Sydney. He enjoys general practice and has special interests in preventive medicine, dermatology and minor procedures.

Dr Pukar Thapa MBBS, Cert of Em Medicine, Dip of Child Health

Dr Thapa is a GP registrar who is keen to be involved in all aspects of General Practice. He has a particular interest in preventative medicine, chronic conditions and diabetes.

Dr Dilini Pelpola MBBCh, FRACGP

Dr Pelpola graduated in South Africa before moving to Australia. She has worked in Sydney, Brisbane, Melbourne and previously in Merimbula too. Her interests are in women's health but she is very happy with all of general practice.

Dr Ali Valadbeigi MBBS

Dr Ali after initially working in Sydney has moved to Merimbula to further his general practice career. He is interested in all aspects of general patient care.

Cass Conaty RN

Cassie is our full time Nurse providing all clinical services as well as extra training for Teen Clinic, Sexual and Reproductive Health, including insertion and removal of Implanon and cervical screening. Cass is our Teen Clinic Nurse on a Tuesday.

Beverley Haywood RN

Bev's focus is on Chronic disease management, Women's Health including cervical screenings but she enjoys all aspects of practice nursing. Bev is our Teen Clinic Nurse on a Wednesday.