



Monthly Newsletter

February 2023

PATIENTS WITH RESPIRATORY SYMPTOMS ATTENDING THE CLINIC MUST WEAR A MASK.

We are excited to announce that Churchill Road Medical Centre is now Total GP Care Prospect. Our new website is www.totalgpcare.com.au



Launching soon Total GP Care is opening a new centre in Norwood to complement the existing centre in Prospect.

Total GP Care Norwood will be located at the new Como Shopping Centre at Level 1, 11/168 The Parade, Norwood. The shopping parking lot is located on level 1 which makes access to our surgery simple. Services provided are the experienced GPs, Registered Nurses, Radiology and Pathology. We will also be offering an Urgent Care Centre. Total Urgent Care is a privately-run, walk-in service which is a good option for patients needing to have urgent treatment, but not necessarily requiring admission to an emergency department

Total Urgent Care has the capabilities of dealing with acute health issues including wounds, minor fractures, infections, minor breathing difficulties, acute pain, and mild angina.

Please use our online enquiry form if you have any questions or wish to attend Total GP Care Norwood or visit our Website for further information.

Appointment Booking

Bookings can be made on our website via the HotDoc service on your phone or computer. Alternatively, please call in to have one of our friendly reception staff schedule an appointment.

Appointment Cancellation

If you are unable to keep your appointment, please notify us as early as possible to facilitate time allocation for another patient. No-Show may result in you receiving an invoice for non-attendance.

Fees

We are now a mixed billing Practice. All Pensioners, Veteran Affairs, Healthcare Card Holders or a minor under 16 are currently bulk billed. All other persons holding a Medicare card are required to pay a \$20 Gap fee. This also includes telehealth appointments. **All patients** attending the clinic or receiving a phone consultation on a Saturday will be charged a \$20 Gap payment. This includes pensioners and minors.

We require full payment of consultation fees at the time of appointment. Our facilities allow Medicare rebates to be paid directly into your bank account within 24 hours in most instances.

Private insurance holders, either Overseas Student cover or Standard cover, will be charged a gap fee. Failure of payment will result in an invoice being issued to the patient through mail.

Phone Consultations

We can only offer phone consults for patients who have seen the doctor in the last twelve months. They are treated the same way as standard consults in terms of gap payments.

Referrals and Prescription requests

It is the policy of this practice that all repeat prescriptions and referrals require an appointment. Requests for prescriptions over the phone are not appropriate if you have not been seen by a doctor within the last three months. Our doctors are able to write referrals for a wide range of consultants and specialists when necessary. Your preference of the specialist will be considered during your consultation. Once a prescription or radiology/pathology referral is generated in your consultation with your doctor, it is the responsibility of the patient to safe keep the document until the required time. All lost referrals and repeat prescriptions without an appointment will be charged an administration fee.

TOTAL GP CARE Doctors

Dr Mark Sobieraj- Total GP Care Prospect & Total GP Norwood
Languages spoken (Polish)

Dr Azeran Azhar- Total GP Care Prospect & Total GP Norwood
(Malay)

Dr Loan Duong - Total GP Care Prospect & Total GP Norwood
(English)

Dr Eswari Byka- Total GP Care Prospect & Total GP Norwood
(Hindi, Telugu)

Dr Ewa Stankiewicz- Total GP Care Prospect
(Polish)

Dr Devi Radhika Dampanaboina- Total GP Care Prospect & Total GP Norwood
(Telugu)

Dr Vikram Chellaboina - Total GP Care Prospect & Total GP Norwood
(Telugu)

Dr Jenny Chong- Total GP Care Prospect
(Cantonese, Malay)

Dr Anne Beygirlioglu- Locum Total GP Care Prospect & Total GP Norwood
(English) Dr Anne see's adults only

Nursing Staff

Our Practice Nurses, Clinical Nurse Denise, Registered Nurses Emily, Kristine, Nalin and Cathy all have General Practice experience. They are highly experienced immunization providers and are excellent chronic disease nurses. Our nurses perform care plans and health assessments for all ages and can help you to achieve your optimal health.

Practice Manager

The Total GP Care practice managers are Anastasia (Prospect) and Angela (Norwood).

Reception Staff

Our reception staff members, Asha, Debbie, Katherine, Natasha and Maggie are trained to assist patients either by phone or in person with their appointments, accounts and other enquiries regarding their visits to our clinic. Staff will be able to advise of doctor availability, costs of visits, Medicare matters and specialist's visits and allied health services. Patients are asked to present their Medicare card and any other concession card (Healthcare, pension, DVA) each time they present for an appointment. Please oblige the staff by having current cards ready for presentation. Reception staff look forward to providing quality customer service to our patients.

Allied Health Staff**Podiatry**

Lan Le, Advanced Podiatry

Physiotherapy

Nabeel Muhammad, Adelaide Central Physio

Dietitian

Rosita Pakrou- Farmer, Fresh Nutrition

Diabetic Educator

Daniela Nash Diabetes Education

Pharmacy

On site Pharmacy available - Open 7 days including public holidays.

Monday – Friday 8:00 am – 8:00 pm

Saturday 8:30 am – 5:00 pm

Sunday 9:00 am – 5:00 pm

Pathology

Clinpath Pathology is available on-site on all clinic working days.

Monday – Friday 8:30 am – 1:30 pm

Saturdays 8:30 am – 11:30 am

Phone Policy

To give each patient the best consultation possible, doctors prefer not to be interrupted by phone calls. Practice staff are happy to take a message and the doctor or nurse will return your call as soon as they are available. Emergency calls will be attended to immediately. A genuine emergency requires you to call 000 Ambulance service.

Afterhours

If you require a doctor after hours please phone the locum service – Hello Home Doctor Service on 134 100.

Access to medical Records

Transfer of medical records requires your written consent for release to another medical clinic or hospital. Your medical record is a confidential document. It is the policy of this practice to always maintain the security of personal health information and to ensure that this information is only available to authorized staff. We abide by the Australian Privacy Principles, available at www.privacy.gov.au/health/index.html.

Reminder system

This practice offers reminders for some health conditions. If you do not wish to be reminded, please let the reception staff know.

Smoking policy

This practice has a strict no smoking policy.

Your rights

We want to know any issues that you may be having. Please don't hesitate to speak with your doctor, receptionist, or Practice Manager. You may prefer to write to us or use the suggestion box. We take concerns, suggestions, and complaints seriously.

Information and Complaints

Questions about privacy and our privacy policy may be discussed with your doctor or our Practice Manager. We welcome your feedback and hope that we can meet your privacy expectations. A copy of complete Privacy Policy is available for your perusal if required. If you remain dissatisfied you may contact the Health & Community Services Complaints Commission at PO Box 199, Rundle Mall, SA, 5000 or ring them on (08)8226-8666 or 1800 232 000

INFORMATION HELP LINES

All Emergencies

Adult Mental Health Service
Alcohol & Drug Information
Crisis Care
CYH Parent Help Line
Dental Emergency
Domestic Violence
Lifeline
Poisons Information
Royal Adelaide Hospital
Queen Elizabeth Hosp.
Lyell McEwin Hospital
Modbury Hospital
Flinders Medical Centre

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131 465
131 340
131 611
1300 364 100
8272 8111
1800 800 098
131 114
131 126
7074 0000
8222 6000
8182 9000
8161 2000
8204 5511



209 Churchill Road, Prospect, SA, 5082
Phone: 8269 1796
Fax: 8342 6976

Monday–Friday 8:30 AM to 6 PM
Saturdays 8:30 AM to 12:30 PM
Website: www.totalgpcare.com.au