

## OUR DOCTORS

Dr David Llewelyn  
MBBS, FRACGP  
All facets of medicine

Dr Stephen Balas  
MBBS, FRACGP  
Paediatrics, Men's Health

Dr Jayde Clark  
MBBS, FRACGP  
Preventative Care, Obstetric  
Shared Care, Implanon

Dr Robyn March  
MBBS, FRACGP, BA (Soc/Pol)  
All aspects of General  
Practice, Implanon

Dr Eleanor Evans  
MBBS, FRACGP,  
Dip. Children's Health  
Child and Adolescent Health,  
Antenatal and Post Natal Care,  
Mirena Insertion,  
Implanon

Dr Christopher Lucking  
MBChB, MRCP (UK),  
MRCGP (UK), FRACGP  
All aspects of General Practice

Dr Tudor Thomas  
MBBS FRACGP  
All aspects of General  
Practice, minor procedures  
and excisions

Dr Elizabeth Kenihan  
MBBS, FRACGP  
Dip. Child Health, Travel  
Medicine, Laser Therapies,  
Dermoscopy/Skin Cancer,  
Implanon, Obstetric Shared  
Care

Dr Niamh Devlin  
MBBChBAO, MICGP (IRE),  
FRACGP, Dip. Therapeutics  
Obstetric Shared Care  
Implanon

Dr Michel Von  
BbiomedSc, BMBS, DCH,  
FRACGP  
All aspects of general practice

Dr Russell Shute  
MBBS, FRACGP, DCH, Dip.  
Pall Med  
All aspects of General Practice

Dr Chrissy Lai  
MBBS, FRACGP  
All aspects of General Practice

Dr Maxwell Adams  
MBBS, BA (Soc/Pol)  
All aspects of general practice

Dr Roxanne Cheung  
MBBS, Dip. Children's Health

### WELCOME DR ROXANNE CHEUNG

Roxanne completed her medical degree at the University of Tasmania, before moving to Adelaide to complete her hospital training years. She has also been awarded a Diploma of Child Health from Children's Hospital Westmead. This is her second and likely final year in GP training, and her developing interests are paediatrics, women's health and travel.

Outside of work, she enjoys any combinations of travel, food, yoga, swimming and having a laugh at amateur badminton!

### CONSULTING HOURS

Mon-Thu 8:00am - 7:00pm  
Fri 8:00am - 6:00pm  
Sat 8:30am - 11:30am

We are closed Public Holidays and Sundays

Consultations strictly by appointment

The practice endeavours to make appointments available on a daily basis for patients who need urgent medical care, please advise reception if you are unwell and need urgent review. Reception staff may need either a nurse or doctor to assess the urgency.

### AFTER HOURS

The National Home Doctor Service is available to most local areas.  
The phone number is: 13 74 25

Our practice is medically owned and operated. We are fully accredited by RACGP standards. We offer a full range of General Practice services and expertise expected in the role of Family Health Care, including Child, Adolescent, Men's and Women's Health, Mental Health, Geriatrics and Sports Medicine. We encourage patients to select their own doctor. All consultations and records are kept strictly confidential. Records and information are not passed on without consent.

### TRAVELLING SOON?

#### **Travelvax at Blackwood Clinic**

Travelvax is a specialist provider of travel health advice and medical services for those travelling overseas. We provide a convenient one stop shop offering comprehensive travel health advice, all travel vaccinations and first aid health kits to make your preparations as smooth as possible.

Our staff are experienced in providing travel health services, have access to up to date travel health software and will adapt your travel health plan to your personal needs and itinerary.

We recommend having a travel health consult at least six weeks prior to your departure date as some vaccinations can take time to reach maximum immunity prior to your travel or you may be required to have a course of vaccinations depending on your vaccination history and areas travelling to.

Visit [Travelvax.com.au](http://Travelvax.com.au) or call 1300 360 164 and the team at the Travelvax call centre will be able to give general advice regarding recommended vaccines your areas of travel. You may also phone us direct to make your appointment on 8278 6666.

As travel medicine can be quite complex we are unable to offer telephone consultations.



### Private Vaccine Storage

Please note that patients who choose to store their private vaccines for personal use in our vaccine fridge that we will NOT be held liable for replacement costs of your vaccine in the unlikely event of a fridge malfunction.

## COMMON FEES

Service Provided	Fee Payable (on the day)
Level B Standard Consult	\$78 (Medicare reimburses all but \$40.95)
Level C Short Consult (at least 20 mins)	\$112.65 (Medicare reimburses all but \$40.95)
Level C Long/Complex (Pre-booked Double at least 20 mins + but less than 40 mins)	\$133.15 (Medicare reimburses all but \$61.45)
Minor Surgery Eg: Suturing, Removal of Lesions & Implanon Implants/Removals	Maximum additional gap of \$50.00 (does NOT include consultation fee)
Mirena Implants	Maximum additional gap of
1 <sup>st</sup> visit - examination	\$61.45
2 <sup>nd</sup> visit - insertion	\$125.00
Medicals Heavy Vehicle, Drivers Licence, Travel Insurance, Pre Employment, Cadets & CFS Forms, etc	Pricing starts from \$90.00 plus GST and depends on the complexity of each medical  This fee is <u>not</u> covered by Medicare

Blackwood Clinic is a private billing practice.

Pensioners, Health Care, Commonwealth Seniors and DVA Card Holders will be provided with bulk billing services upon presentation of a valid card as will children 15 years and younger.

Please note some specialised treatments eg. Excisions, Implanon implants/removals, and skin checks will attract a gap payment (of \$50-\$125) for all patients, regardless of any concession card and should be discussed with the treating doctor.

**FULL PAYMENT IS REQUIRED ON THE DAY OF YOUR CONSULTATION**

Cash, EFTPOS and Credit cards are accepted.

We can now pay your rebate straight back through TYRO payments. Payment is made in full at the end of your consultation. We can immediately transfer Medicare rebate back into a selected cheque or savings account on the spot using your EFTPOS card. Funds are then transferred into your selected account (all within 15 seconds).

Our consultation fees vary according to how many problems are dealt with, the complexity of the problem and the length of time which the consultation takes. Medicare will reimburse you a greater amount for consultations charged at higher levels.

In general our fees are set between the Government schedule fee and the A.M.A. Recommended fee. Any patient experiencing financial difficulties is encouraged to speak with their doctor and enquire with the Dept of Human Services for a health care card and the Medicare Safety Net.

Our fees are reviewed annually in July.

**WE ASK THAT ALL PATIENTS TURN OFF THEIR MOBILE PHONE WHILE ATTENDING OUR PRACTICE**



### SUPPORT STAFF

Kirsty (Practice Manager), Leonie (Reception Co-ordinator) and Receptionists, Tracy, Michelle, Esme, Louise, Jess and Sarah are always at the forefront to assist patients with any problems. All have undergone appropriate industry training courses.

There is a fee of \$50 for late cancellations. Our appointments are precious! It would be appreciated if any cancellations, or rescheduling, could be notified at least 4 hours prior to appointment time. This allows us to fill the available time and best service our patients.

### CONFIDENTIALITY

Our Practice is dedicated to the confidentiality and security of your health information. At times, our doctors will take part in research, professional development, and quality assurance. This can involve the collection of patient data, which will always be de-identified, and those involved in the analysis of data would not be able to identify which patient has been included.

## REFERRALS

The Medical Health Act requires that a Doctor's assessment takes place prior to any referral to a specialist if Medicare is to reimburse payment.

Referrals are made as a result of an examination, or otherwise based upon professional judgement, and cannot be back dated.

It is the patients responsibility to ensure they have a current referral in place prior to seeing a specialist or full payment will be required.

## SICK CERTIFICATES

A certificate of sickness can only be provided as a result of a consultation. A certificate **cannot be backdated or provided via a telephone request.**

## RECALLS

Our practice is committed to preventative care and we consider a recall system an essential component of quality care. Our practice also participates in National & State based reminder registers which include Pap Smear, Mammograms, Familial Cancer and Australian Childhood Immunisation Registers.

Our recall system acts a follow-up process whereby our patients are contacted to return to our practice for a variety of reasons, including, for health checks, to have tests done, to receive results or to receive follow-up treatment.

Contact may be via phone or via a letter from either the Practice Manager or your doctor. Your consent is sought prior to being placed on our recall and you may decline this service if you wish.

## PHONE CALLS & EMAILS

If you wish to speak with your doctor on the phone it is usually necessary to leave a message.

Mostly, unless pre-arranged with your doctor it is necessary to come in for an appointment. Doctors in this practice DO NOT use email for any aspect of primary care as it is not considered a secure and encrypted way to transfer personal and potentially sensitive information.

## NURSING STAFF

Donna (Nurse Coordinator), Mary, Sylvia, Rebecca and Lyn comprise our nursing team. They job share the position and support the role of our GP's each weekday from 8am to 4.30pm, providing many nursing services to our practice patients. The nursing staff play an integral part in patient education through developing GP Management Plans and providing Home Health Assessments.

## CONSULTATIONS

A standard appointment is 15 minutes long. If you have several concerns, it is advisable to book a long appointment – please speak to reception staff about this option when you are making your booking.

Pap smears generally require 30 mins with all doctors, however check with reception at the time of your booking.

Often your doctor may suggest an appropriate length of time for more specific bookings, such as for procedures (e.g. Mirena or Implanon insertion and skin lesion excision).

## REPEAT PRESCRIPTION/REFERRAL

Repeat referrals and prescriptions require a standard appointment to ensure that your health status is monitored and your medical records are kept updated.

## Interpreter and other Communication Services

Please advise our reception staff if you require an interpreter or the National Auslan Service and they will happily organise that prior to your appointment.

## INFECTION CONTROL PROCEDURES

This clinic adheres to the current sterilisation and infection control procedures as per the RACGP guidelines.

## GP EDUCATION AND TRAINING

Blackwood Clinic is affiliated with the GPEX General Practice Education organisation and is committed to the highest quality of training and education for future general practitioners in Australia.

GP registrars are qualified doctors undertaking post-graduate training in the speciality of General Practice. GP registrars at the Blackwood Clinic will undertake 6-12 month supervised rotations as part of their 3 year training program.

Registrars on placement within our clinic work under the supervision and guidance of our GP Supervisory Team and our Registrars are a valuable and integral part of providing health care to our patients.

## OBTAINING TEST RESULTS

### Patients can obtain test results by either:

1. A message left for you at reception, accessible by phone OR
2. During a return consultation.

**NEVER** assume your results are normal if you have not heard from us. Our practice has a dedicated message bank system called the "Action List" and allows our staff to relay your doctors advice or instructions, left specifically for you after the doctor has reviewed your results.

**To receive your test result messages, please phone reception between 2 - 5 pm weekdays, no later than 7 days after your test is performed or as your doctor advised.**

**Doctors Consulting Times (subject to change without notice – as at July 2017). Some Doctors have closed their books to new patients please check with our reception staff.**

	Mon	Tues	Wed	Thu	Fri
Dr David Llewelyn	AM	-	AM	AM	-
Dr Stephen Balasis	All day	AM	All day	AM	All day
Dr Jayde Clark	Maternity leave	from 11 <sup>th</sup> August 2017			
Dr Robyn March	-	AM & Alternate PM	All day	AM	AM & Alternate PM
Dr Eleanor Evans	All day	AM	All day	-	PM
Dr Christopher Lucking	All day	AM & Alternate PM	-	All day	AM & Alternate PM
Dr Niamh Devlin	-		-		
Dr Tudor Thomas	All day	-	All day	All day	All day
Dr Michel Von	All day	-	All day	All day	-
Dr Maxwell Adams	AM	All day	All day	-	AM
Dr Russell Shute	All day	PM	AM	-	All day
Dr Christabel Lai	-	All day	AM & Alternate PM	All day	All day
Dr Roxanne Cheung	All day	All day	-	All day	All day

## FACILITIES FOR PEOPLE WITH DISABILITIES

There is a ramp at the front door, wide access, and suitable toilet facilities for people with wheelchairs.

## HOME VISITS

Home visits are available for regular patients by request and will be performed, if considered appropriate by the on call doctor, based on clinical need. It is much more efficient to examine patients in the consulting rooms and we encourage people to attend the clinic if possible.

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TURN OFF THEIR MOBILE  
PHONES WHEN ATTENDING  
OUR PRACTICE**



## FEEDBACK / PATIENT SURVEYS

You are encouraged to discuss any problems, or ideas for improving our service, with the Practice Manager or your doctor. At times we invite you to complete a questionnaire on your views of this practice to help us improve our services. For other information patients can contact the Health & Community Services Complainants Commission (H&CCC) Phone: 8226 8666.

## OUR PRIVACY POLICY

Blackwood Clinic respects and upholds your right to privacy protection regarding the information we hold in respect to your health care. A full copy of our privacy policy is available upon request.