



Practice Information Booklet

Billing Fees

Standard Consultation

\$78.00 adults (rebate \$37.05)

Long Consultation

\$129 adults (rebate \$71.70)

Bulk Billing for all patients 18 years and younger, DVA card holders, Pensioners. Children's immunisations will also be bulk-billed. Card holders must present card at the time of the appointment.

Minor procedures may incur a gap and a facility fee for the cost of surgical materials (eg local anaesthetic, suture materials and dressings).

For further information please contact reception.

Opening Hours

Monday 8am - 5:30pm

Tuesday 8am - 8pm

Wednesday 8am - 5:30pm

Thursday 8am - 5:30pm

Friday 8am - 5:30pm

Appointments

Every effort will be made to accommodate your preferred time. Emergencies will always be given priority and our reception staff will attempt to contact you if there are any unforeseen events that may affect your appointment time.

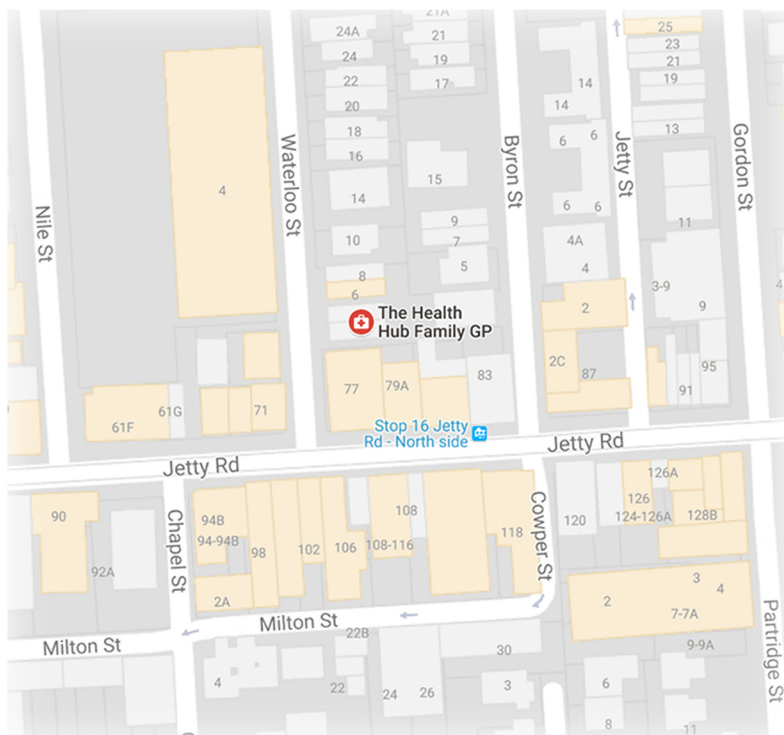
Our standard appointment time is 15 minutes however, longer consultations are available and encouraged if there are multiple issues you would like to discuss with the doctor.

Walk-ins are welcome and will be seen by the first available doctor in an emergency. If it is not an emergency we will endeavour to make an appointment at a mutually acceptable time.

If you are unable to attend for any reason please call the Practice as soon as possible to cancel your appointment. Failure to attend appointments may result in a fee.

To book an appointment please phone 1300 556 766 or book online through our website www.healthhubgp.com.au/book-now/

Excellence. Every patient. Every time.



Access and Parking

The Health Hub is committed to considering how best to meet the needs of our patients that have physical disabilities or special requirements. The practice is designed for wheelchair access and there is a disabled car park available on the corner of Waterloo Street and Jetty Road. All other parking is available along Waterloo Street for 1-2 hours.

The Glenelg area is well connected to public transport. Buses 167, 168, 190, 300, 265, H20 and J1 all service the area from various locations with stops nearby to the Practice. The tram is also available with the closest stop being 16/20 on Jetty Road situated between Byron Street and Waterloo Street. Visit Adelaide Metro for more information regarding timetables and routes.

Telephone Interpreter and National Relay Services

If you or a family member requires an interpreter, please advise the receptionist when booking an appointment. The Health Hub Family GP uses the Telephone Interpreter Service (TIS) 1300 131 450 for patients from non-English speaking backgrounds. We also use the National Relay Service (NRS) for patients who suffer from hearing impairment. We can organise an "over the phone" service or with 48 hours notice an "on site" service can be arranged.

Mobile service and Telephone Access

For home visits outside of the normal hours of operation The Health Hub recommends the National Home Doctor Service (NHDS) 13 SICK (13 7425). All regular patients of The Health Hub will be bulk-billed.

The closest Emergency Department is:
Flinders Medical Centre Emergency Department
Flinders Dr, Bedford Park SA 5042
(08) 8204 5511

Management of your Health Information

Your medical information is confidential. The Health Hub follows the "Code of Practice of Health Information in Medical Practices" developed by the Royal Australian College of General Practitioners. The approach used in this Code is consistent with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

The Health Hub collects personal information so our Doctors and clinical staff are informed about your past and present health in order to provide you with high quality care. Patients are able to access their own health information on request by filling out the Request for Personal Health Information form available at reception. Some information is required to be collected by law. Under the South Australian Public Health Act (2011) Medical Practitioners are to notify SA Health of specified communicable diseases.

The Health Hub Family GP may release your personal information to third parties only when it is relevant to your healthcare management. These third parties may be specialist Doctors, diagnostic services and healthcare

Transfer of Records

If you're a new patient of The Health Hub and would like your medical records transferred to us from your other GP please request a Transfer of Medical Record Form available at reception. Once completed and returned to reception, our staff will liaise with your former GP to arrange your health records to be transferred to us.



Transfer of Patient Referrals

If you receive a referral to another GP or Healthcare provider during a consultation, you're able to give a copy of the referral to our reception staff and they will fax your referral to the nominated healthcare provider for you. A copy of the document will automatically be added to your file for future reference.

Everyone at our practice has the right to participate in decision about their healthcare therefore you are informed of any out of pocket costs before a referral is made to another healthcare provider. This allows you to make an informed decision regarding your healthcare.

Receiving Results

Patients may book a consultation to collect and discuss their results. However, where previously agreed with your Doctor you may obtain results by calling the Practice Nurses on 1300 556 766.

Patient Feedback

Our aim is to provide exceptional quality of service in a comfortable and welcoming environment, while attending to your needs efficiently. Please don't hesitate to contact reception with any queries you may have about The Health Hub Family GP.

Occasionally, we invite patients to complete questionnaires on their view of the practice and how it could be improved. These surveys are confidential and help us improve our service. We believe patients' feedback is essential in improving our service. Therefore, if you have any concerns or suggestions, please phone or complete a feedback form to:

Practice Manager
4 Waterloo Street, Glenelg, SA. 5045
Email: info@healthhubgp.com.au
1300 556 766

We genuinely wish to hear from you and we want to know if you are concerned about any aspect of our service. We believe that problems are best dealt with through the practice and will endeavour to address any issues promptly. However, consumers are entitled to contact the South Australia Health and Community Services Complaints Commissioner:

Health and Community Services Complaints Commissioner:
Level 4 East Wing, 50 Grenfell Street, Adelaide, 5000
1800 232 007