



KADINA MEDICAL **ASSOCIATES**



KADINA SURGERY

PO Box 371, Kadina

Unit 3, 77-79 Port Road, Kadina

Phone: 08 8821 3133

Fax: 08 8821 3223

Monday to Friday: 8:30am - 5:30pm

WALLAROO SURGERY

Walleroo Hospital, Ernest Terrace, Wallaroo

Phone: 08 8823 2644

Fax: 08 8823 2883

Monday to Friday: 8:30am - 5:30pm

BUTE SURGERY

Bute Rest Centre, Railway Terrace, Bute

Phone: 08 8826 2222

Thursday: 9:00am - 12:30pm

SATURDAY MORNING CLINIC

Urgent appointments only

Phone: 08 8821 3133

9:30am - 11:30am

EMERGENCIES AFTER HOURS

Walleroo Hospital

Phone: 08 8823 0200

*Dr Tim Wood Dr Graham Morris
Dr Michael Gregg Dr Fazil Junejo*

*Dr Ben Rogers Dr Hannah Wellington
Dr Richard (Will) Daehn Dr Morven Crane
Dr Sangeetha Ambati Dr Thant Htut*

The Kadina Medical Associates provides comprehensive care covering all aspects of medicine including Obstetrics, Anaesthetics and Surgery. All doctors in this practice are vocationally registered as general practitioners. This means we have a commitment to general practice and continuing medical education. We are an RACGP Accredited Training Practice and have fully qualified doctors undertaking advanced training in Rural Medicine. We are committed to quality improvement and are accredited with AGPAL and ACRRM.

Dr Tim Wood

MBBS, D Obst RCOG, FACRRM

Dr Wood has a Medical Degree and a Diploma in Obstetrics and is a Fellow of the Australian College of Rural & Remote Medicine. He is a lecturer at the University of Adelaide, Department of Rural Health and is also involved in medical student education and assessment.

Dr Graham Morris

BMBS, FRACGP, FACRRM, DRANZCOG Adv

Dr Morris has a Medical Degree and an Advanced Diploma in Obstetrics. He is a Fellow of the Royal Australian College of General Practitioners and of the Australian College of Rural & Remote Medicine. He has an interest in Skin Surgery and Obstetrics.

Dr Michael Gregg

MBBS, FRACGP, FACRRM, DRCOG(UK), DFFP(UK), DPD(UK)

Dr Gregg has a Medical Degree and Diplomas in Obstetrics, Family Planning and Dermatology and is a Fellow of the Royal Australian College of General Practitioners. He also has an interest in Trigger Point Therapy & Musculoskeletal Medicine.

Dr Fazil Junejo

MBBS (Adelaide), DCH, FRACGP, FACRRM, PhD (Glasgow)

Dr Junejo has a Medical Degree from School of Medicine, Adelaide University, Diploma in Child Health, a Fellow of the Royal Australian College of General Practitioners and a Fellow of the Australian College of Rural & Remote Medicine. He has training in Anaesthesia approved by Joint Consultative Committee on Anaesthesia (JCCA).

Dr Ben Rogers

FRACGP, MBBS, DRANZCOG Adv, DCH

Dr Rogers has a Medical Degree, is a Fellow of the Royal Australian College of General Practitioners, he has an Advanced Diploma in Obstetrics & Gynaecology, a Diploma in Children's Health and a Graduate Certificate in Sexual Health. He also has an interest in Women's Health, Paediatrics, Sexual Health and Family Planning.

Dr Hannah Wellington

FRACGP, MBBS, DCH

Dr Wellington has a Medical Degree, is a Fellow of the Royal Australian College of General Practitioners, has a Diploma of Child Health and provides shared care for obstetric patients.

Dr Richard (Will) Daehn

B.Med.Sci; BMBS (Flinders)

Dr Daehn is a registrar with a Medical Degree. He has undertaken extra training in Adult Psychiatry and is currently studying towards a Diploma in Dermatology. He has a special interest in dermatology and skin surgery as well as emergency medicine and managing chronic conditions such as asthma, diabetes and irritable bowel disease. Other areas of interest include mental health, men's health as well as travel medicine.

Dr Morven Crane

MBBS

Dr Crane has a medical degree and is a final year registrar undertaking her General Practice exams during 2018. She worked in Obstetrics and Gynaecology for five years prior to commencing GP training and developed her procedural skills, including mirena and implanon insertions, and skin excisions. During GP training she has developed an interest in mental health. She was involved in the Doctors in Schools program at Balaklava High School in her first 18 months of training.

Dr Sangeetha Ambati

MBBS, DCH

Dr Ambati is a registrar with a Medical Degree and has a Diploma of Child Health.

Dr Thant Htut

MBBS, DCH

Dr Thant is a final year registrar with medical degree. He's working towards his fellowship in Royal Australian College of General Practitioners (RACGP). He has a special interest in skin diseases, paediatrics and psychiatry. He has obtained Diploma of Child Health from Westmead Hospital (Sydney).

STAFF

Chief Executive Officer

Neil

Is the Chief Executive Officer for all branches and is based at the Kadina surgery and can be reached on 08 8821 3133 or email at neil@kadmed.com.au.

Office Manager

Shaye

Is the office manager and is responsible for the accounts and reception area. If you have any billing problems feel free to discuss this. She is based at the Kadina surgery and can be reached on 8821 3133 or email shaye@kadmed.com.au.

Senior Registered Nurse

Gavin

Is the senior registered nurse and is responsible for the casualty area and for the management of treatments at the Kadina surgery. He also coordinates the student doctor programme and is the person to speak with regarding any freedom of information issues. He is based at the Kadina surgery and can be reached on 8821 3133 or email gavin@kadmed.com.au.

Nurses

Belinda, Di, Leeanne, Melinda, Michelle, Sue, Tania & Tessa.

Medical Receptionist

April, Cathy, Chris, Dee, Fiona, Karen, Sonya & Virginia.

Finance

Ann & Kylie.

MEDICAL STUDENTS

The Kadina Medical Associates is affiliated with the University of Adelaide and regularly has medical students. You may be asked to see the medical student first or they may be present during your consultation. If you do not wish the student to be present please say so. No offence will be taken.

FEES

<u>Item</u>	<u>Non Concession Card Holders</u>	<u>Concession Card Holders</u>	<u>Medicare Rebate</u>
Level A Consult	\$46.00	\$36.00	\$17.20
Level B Consult	\$72.00	\$62.00	\$37.60
Level C Consult	\$108.00	\$97.00	\$72.80
Level D Consult	\$144.00	\$133.00	\$107.15
Antenatal Visit	\$79.00	\$79.00	\$40.10
Antenatal Visit <i>Midwife Care</i>	Bulk Bill	Bulk Bill	—
Pre Anaesthetic Check	Bulk Bill	Bulk Bill	—
ECG	\$47.60	\$47.60	\$26.60
Lung Function Test	\$38.50	\$38.50	\$17.50
Emergency Department Visit	\$60.00 Gap	\$40.00 Gap	—

After hours consults are not bulk billed, gap payment is required.

APPOINTMENTS

How To Book An Appointment

To book in for an appointment for any of our branches, please ring on 8821 3133 between the hours of 8:30am and 5:30pm. If your appointment is not urgent it is recommended that you ring after 10am to make a booking

Urgent Medical Problems

If your appointment is urgent please ring as soon as possible to make a booking with a doctor, if all appointments are full your call will be transferred to a nurse to triage and assess when you need to be seen. We will never turn away a patient with an urgent medical problem. It is essential to let the receptionist know if your problem is urgent, for example if you have chest pain, large cut or a child with a fever, it is important that you are seen. All emergencies will be seen immediately.

Doctor of Choice

We will always try to accommodate patients to see the doctor of their choice on a day and a time that is suitable, please let us know who you would prefer to see. Sometimes you may find that you fall ill and you need to see someone that day, on these occasions it may not be possible to see the doctor of your choice.

Long Consults

A standard appointment is for 15 minutes. If you have multiple issues or you think you require more time, please let the receptionist know so they can allocate more time. Also if a family member needs to be seen at the same time, please let the receptionist know so they can allocate the appropriate time.

Medicals

We can provide for a wide range of medicals at our Kadina Surgery. When you ring to book in for a medical you will speak with a receptionist who will book your medical and inform you of the time and cost involved. All medicals are private accounts and unless an arrangement has been made previously with your employer full payment is required on the day. Medicals that we provide include aviation, bus, scuba diving, taxi, truck, pre/post employment, volunteer, commercial and immigration. Ordinary car licence medicals only require a standard appointment with your usual doctor.

Cervical Screening Test

We are now running a nurse led Cervical Screening Test clinic once per fortnight. There will be a supervising doctor for each clinic. It will be a screening test only clinic, so if you need prescriptions or to discuss other issues you will need to make a regular doctor's appointment. These clinics are bulk billed, if you have any questions please speak with the reception staff.

OBSTETRICS

We now offer a new antenatal service where certified midwives from the Wallaroo Hospital work in conjunction with your GP obstetrician to provide your antenatal care. This service is at no cost to the patient and will be bulk billed. Please discuss your eligibility for this service at your next antenatal visit.

Please be aware that other expenses may be incurred during your pregnancy such as Obstetric Ultrasound's and Antenatal CTG's.

Doctors will always see their obstetric patients, please let the receptionists know when making your appointment that it is pregnancy related.

WEEKENDS & PUBLIC HOLIDAYS

Prior bookings are not taken for Saturdays, Sundays or Public Holidays. We have emergency only clinics on Saturday mornings, predominantly at the Kadina Surgery, please check the location when booking your appointment. The clinic generally runs from 9:30am until 11:30am and is for urgent cases only.

Outside of clinic hours please ring the Wallaroo Hospital on 8823 0200 for any urgent medical problems.

HOME VISITS

Home visits are available within the townships of Kadina and Wallaroo for regular patients of this practice whose conditions prevent them from attending the clinic. Please speak with our nurses about organising a home visit if required, spots are limited due to time constraints on the visiting doctor.

HOSPITAL & NURSING HOME VISITS

Our doctors are responsible for the ongoing care of their patients at the Wallaroo Hospital, Estia Health and Star of The Sea Nursing Home.

RECALLS & REMINDERS

Our practice is committed to preventative care. Your doctor will seek your permission to be included in our reminder system. We may issue with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system please let a nurse or receptionist know.

TREATMENTS

Dressings

We have a wide range of dressings and up to date products available for acute and chronic wounds. Our nurses will assess your wound and apply the appropriate treatment in consultation with your doctor. With the ongoing rising costs to provide wound care to our patients we have introduced a dressing charge to patients. If you have a dressing please be aware there will be a fee. Major dressings will cost \$15.00 while minor dressings will cost \$7.00.

Surgical Procedures

We have the services available to complete minor surgical procedures. Please make a standard appointment with your doctor to discuss any surgical procedures. If you require a surgical procedure the nurses will book an appointment at a mutually convenient time for yourself, your doctor and the treatment room. We have a fully equipped theatre area enabling us to perform removal of lesions, excisions and skin biopsies, as well as performing minor procedures such as wedge resection of toe nails. With the ongoing rising costs to complete surgical procedures to our patients we have introduced a theatre charge to patients. If you have a surgical procedure please be aware there will be a fee of \$30.00.

Holter Monitor

Holter monitor machines are available. Your GP or Cardiologist may request 24 hour monitoring of your heart. This involves being connected to a monitor, with the recordings forwarded to Adelaide Cardiology for interpretation. The results are then sent to your referring doctor. Whilst connection to the monitor takes approximately 30 minutes, you are then able to go about your daily routine without too much interference. You cannot shower or bathe whilst the monitor is in use.

Ambulatory Blood Pressure Machine

Ambulatory blood pressure machines are available for hire from the nurses at a cost which is non refundable from Medicare. This is the best way to accurately record a patient's blood pressure as it will record every 30 minutes during the day and hourly overnight for 24 hours. It requires that you do not shower or bathe whilst the monitor is in use.

Drug Screen

Drug screening tests are available as an instant result assessment or alternatively specimens may be sent for laboratory analysis. Drug screening tests cost up to \$75.00 and are not refundable from Medicare.

Audiogram

Audiograms test your hearing function, often for pre-employment medicals or may be used by your doctor if you complain of hearing trouble.

TREATMENTS

Health Assessments

There are a variety of free government sponsored health assessments available which involve firstly discussing any issues with a Registered Nurse and then with your doctor. Not everyone is eligible, so check with a nurse first. Currently there is a 4 year old health check, a 45-49 year old health check, a chronic disease care plan and an over 75 year old health check amongst others.

Immunisations & Vaccinations

Many immunisations are available including childhood schedule, adult and travel. Influenza vaccinations are available in season and are free to people aged over 65 and with chronic health conditions. If you have a private vaccination it is recommended that you purchase this immediately prior to your consultation and let receptionist know on arrival that you have a vaccination.

Ultrasound & Interferential Treatments

Ultrasound or interferential treatments are available on discussion with a doctor. These treatments are often used to treat musculo-skeletal pain and administered over 3 sessions.

Ear Syringe

Ear syringes are available, it is preferred that patients requiring this treatment firstly discuss the use of wax softening drops with one of our nurses. This will make the procedure easier to perform and more comfortable for the patient. Treatments will be billed as a standard consult.

Spirometry (Lung Function Test)

Spirometry is a tool your doctor may use to diagnose asthma and other respiratory conditions. Will often be used as part of a pre-anaesthetic check or pre-employment medical.

Electrocardiogram (ECG)

Electrocardiograms are an important tool in the diagnosis of heart related conditions. A quick, painless procedure.

BLOOD TESTS

IMVS now has rooms at our clinic and are available from 8:30am to 12:30pm, Monday to Friday. No booking is required for SA Pathology, just take a number and have a seat. If the morning does not suit you, SA Pathology at Wallaroo Hospital is open Monday to Friday and can take your blood from 8:30am to 5:00pm with no appointment required. If you see a doctor and you require blood taken urgently this will be done by a nurse immediately following your appointment. If you require an INR blood test you will need to make an appointment with your usual Doctor.

TEST RESULTS

To Receive Test Results

Phone: 8821 3133 @ 10am - 12pm or 2:00pm - 4:00pm

Email: results@kadmed.com.au anytime

For your convenience a registered nurse is available each weekday between 10am and 12pm or 2:00pm and 4:00pm to give you the results of your recent test.

The nurse will only be able to access these results once your doctor has read them. The doctor will inform the nurse if they would like you to make an appointment either urgently or non-urgently to review the results. If the doctor has labelled the result “No Action” then the doctor will be happy to discuss the result with you at your next appointment.

As it is not appropriate for our nursing staff to analyse your results over the phone or via email. If you require further information it is expected that you will make an appointment with your doctor.

If when you phone the nurses are busy with an emergency and unable to take your call, please leave your name and phone number with reception and they will get back to you as soon as possible.

X-Ray & Ultrasound Results

Patients are asked to make an appointment to have their x-ray or ultrasound explained. The clinic would appreciate if patients collect all of their old films.

PHONE CALLS TO DOCTOR

In order to minimise delays to all patients, our doctors will only accept urgent phone calls during the day. Such calls will be triaged by our practice nurses and once the urgency of the call is determined the call will either be put through to the doctor or an electronic message will be sent to them.

The doctors will respond to the electronic message at the first available opportunity or ask the nurses to ring back on their behalf.

MEDICARE & CONCESSION CARDS

It is a Medicare requirement for the clinic to sight your Medicare and concession cards at each visit. If cards are not shown, accounts will be billed at the full amount.

ACCOUNT INFORMATION

Please note when sending your Medicare cheques back to the clinic, ensure that the statement of benefit is attached to the cheque. This gives the staff the correct information to receipt the cheque to your account.

If you have any queries about your account or our fees please feel free to discuss them with your doctor or the office staff.

MISSED APPOINTMENTS

Please note that appointments not kept or cancelled with less than two hours notice, except with good reason may be charged \$50. This is not refundable from Medicare.

PRESCRIPTIONS

In line with recommended medical practice, it is preferred all prescriptions be obtained at the time of your consultation. Repeat prescriptions will only be written if the patient has been seen recently. A fee of \$25 will apply and 24 hours should be allowed before collecting.

EMERGENCY DEPARTMENT VISITS

Appointments

Kadina Medical Associates provides 24 hour care for patients on a roster system shared with locums supplied by SA Health. For after hours medical assistance please contact the Wallaroo Hospital on 8823 0200 and your call will be put through to a nurse for triaging who will contact the appropriate after hours doctor.

Billing

Gap payment is required for Emergency Department visits, an account will be sent out in the week following the visit and payment can be made at the Kadina or Wallaroo Surgery by cash, EFTPOS or direct deposit.

ACCOUNT ENQUIRES

If you have an overdue account and receive a reminder, please contact the reception staff as soon as possible. Sometimes Medicare cheques go astray or Medicare never receives the accounts. Most of these can be sorted out relatively easily if dealt with early. Please do not ignore these reminders as we will pursue all outstanding amounts.

KEEP YOUR RECORDS UP TO DATE

Please inform us if any of your details have changed, such as your address or phone number. We also encourage you to advise us of your cultural background and let us know your emergency contact details.

SMOKING POLICY

This practice has a no smoking policy within the clinic and surrounding areas.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of the staff. We abide by the 10 National Privacy Principles available at www.privacy.gov.au/health/index.html.

TIPS FOR SAFER HEALTH CARE

Good health care is best achieved through an active and positive partnership between you and your health care professional. To get the best possible care, see yourself and your health care professional as a team and be involved as much as possible in every decision about your health. The 10 Tips For Safer Health Care booklet is available on request or at www.health.gov.au/internet/safety/publishing.nsf/Content/10-tips.

PATIENT FEEDBACK

From time to time patients are invited to fill out questionnaires about the clinic and how the services we provide can be improved. Please do not hesitate to talk to the reception staff if you have a suggestion on how we can improve our service to you and other patients. All suggestions will be treated confidentially.

If you are unhappy about any aspect of the care you have received in this clinic please let us know. Neil Sawley is the CEO and he is available to assist you with any problems you may have in this area.

He can be reached on 8821 3133. Whilst we believe that problems are best dealt with in the practice, you may have a problem that you wish to take up with an outside authority. The Health & Community Services Complaints Commission deals with medical advice and complaints and can be reached at the following details.

Health & Community Services Complaints Commission

PO Box 199

Rundle Mall SA 5000

Phone: 1800 232 007

Website: www.hcsc.sa.gov.au

Level 4, East Wing, 50 Grenfell Street

Adelaide SA 5000

