



CENTRAL COAST COMMUNITY WOMEN'S HEALTH CENTRE

37 Maidens Brush Road, Wyoming 2250
Ph: 43242533 Fax: 43237490

General Practitioner Clinics

We have four general practitioners who have a special interest in women's health. We work with women and girls aged 12 years and over, from a holistic and from a preventative or early-intervention perspective. We provide services to women within the context of women's family situations and life.

The General Practitioners are -:

Dr Colette Hourigan
Dr Dianne Carroll and
Dr Nicola Worrada
Dr Mary-Louise Graham as of 15th April 2020

Clinic staff are -: Prue, Britt and Lizzie

The doctors see women for the range of women's health issues including:

- Sexual and gynaecological health
- Cervical screening test
- Breast checks
- Sexually transmitted infections
- Pregnancy
- Fertility and contraception
- Menopause
- Depression and anxiety
- Eating disorders
- Weight issues and nutrition including heart health and diabetes prevention

Our doctor's role will be to work with you on specific women's health matters. We recommend that women wanting to see our doctors still have their own local GP for problems like the flu and injuries.

Cost

The fee schedule is as follows:

- **Bulk billing** to all patients with a current concession card: **Pensioners & Health Care Card holders**
- Private patients will pay on the day of their visit. The fees are as follows:
- **Patients will pay for Standard Consultation item 23 = \$75**, Medicare Rebate = \$38.20. Patients out of pocket expense \$36.80
- **Patients will pay for Long Consultation item 36 = \$110**, Medicare Rebate = \$73.95. Patients out of pocket expense \$36.05
- **Patients will pay for Extended Long Consultation item 44 = \$140**, Medicare Rebate = \$108.85. Patients out of pocket expense \$31.15

We will accept cash and all Eftpos & credit card transactions.

As we are online with Medicare we can also process your Medicare claim, to be deposited directly into your bank account for your convenience.

If you do not have your bank details registered with Medicare, please ask our receptionist.

Practice Hours (by appointment):

Monday, Wednesday and Thursday: 8am – 4pm

Tuesday 9am – 4pm

Appointments:

Who can have an appointment?

Please ring 43242533 for an appointment. Every effort will be made to accommodate your preferred time and GP. Emergencies will gain priority. If you or a family member require an interpreter service, we can organise this for you. Please let us know when you make the appointment.

Our consultations are 30 minutes. If you think you need a longer appointment please speak to reception.

Walk-in patients

Patients are generally seen by appointment only, however walk-in patients will be fitted in if medically urgent.

Appointment confirmation and non-attendance

With your consent we will send you an SMS reminder the business day before your appointment. It is very important to us that you respond and confirm. Please phone us if you are unable to attend your scheduled appointment. **We require 24 hours' notice.**

As a not for profit non-attendance places a financial burden on our centre and our doctors. Dr Nicola Worrada charges a non-attendance fee if clients do not attend their appointment. The fee is \$40 and will only be charged if you do not give us 24 hours' notice that you cannot attend your appointment.

If there have been two successive appointments or a pattern of missed appointments, your health professional will speak with you about the reasons and your needs. We may not be able to continue to provide appointments for clients who fail to attend.

Information for Our Clients:

Our GPs may be contacted by telephone during opening hours. If the GP is unable to take your call, a message will be taken and you will be advised when to expect a return phone call. Emergency calls will be dealt with immediately.

All test results are confidential. Our GPs will discuss with you how and when you will receive results. All urgent results will be followed up with you directly.

Please be on time for your appointment. We also aim to be on time. Reception staff will attempt to notify you of any delays. If there is an emergency this will be given priority.

We liaise with other practices with regard to patient health care where necessary with the consent of the patient.

If you require information or documents to be sent to you via electronic means for example email, you need to be aware of the risks associated with some methods of electronic communication and

that your privacy and confidentiality may be compromised. If you request us to send your personal information via electronic means, we will require your and your Doctors consent.

Care Outside Opening Hours:

In case of emergency dial 000 or go to the nearest public hospital emergency department. Local hospitals on the Central Coast are:-

- Gosford District Hospital, Holden Street Gosford
- Wyong District Hospital, 664 Pacific Highway, Hamlyn Terrace.

If you require care outside opening hours you may contact:

- The Bridges After Hours Service, 169 The Entrance Road, Erina Tel: 4367 9699 or
- 13SICK National Home Doctor Service Tel: 13 7425

Home Visits:

Please talk to our reception staff regarding home visits.

Reminder system:

We are committed to providing you with the best possible preventative health care. Practice staff will seek your permission to be included on our reminder system. We also participate in State/Territory Reminder Systems. If you do not wish to be a part of these systems, please let us know.

Management of your personal health information:

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

The process for sending referrals to other practices is through either Healthlink – a secure online system or by secure fax.

The only exceptions to the above are –

- **Child protection:** If we come to know of children at risk of abuse we are legally obliged to notify the Department of Family and Community Services (FaCS) in the interest of the child. We trust you would have the same interest.
- **Risk of suicide or serious harm to others:** If we are concerned that you are at risk of suicide or of seriously harming another person we are obliged to contact other professionals or services to ensure personal safety.
- **Subpoenas:** In the case of legal proceedings where documents/files are subpoenaed by the courts we are obliged to release them. We would notify you if this is the case.

This practice has a no smoking policy including no e-cigarettes. If you would like help to reduce or quit smoking – please let us know. We may be able to offer a range of options.

Your rights:

You have the right to participate in decisions about your health care.

If you have a problem with your health care or have had a negative experience when visiting us, we would like to know. Please discuss any problems you may have with your health professional. To make a complaint please speak with the Manager (43242533 or email admin@cccwhc.com.au). You may prefer to write to us or use our suggestion box. We take your concerns, suggestions and complaints seriously.

Complaints can also be made to the:

NSW Health Care Complaints Commission, Locked Mail Bag 18, Strawberry Hills 2012. Tel. 1800 043 159 (toll free) Email: hccc@hccc.nsw.gov.au