



## HUNTLEE DOCTORS

Hours Monday to Friday 8.30am -5pm

Saturday and Sunday closed

### Practice doctors

Dr Isuru Washuhewa Arachchi and Dr Nirmala Sathiamurthy

General Practitioners.

### Practice Manager / Nurse / other staff

Practice Manager – Maree Mitchell

Practice Nurse – Angela Miles  
Administrative Position- Maree Mitchell

### Appointments

How a patient can make an appointment and the policy for urgent needs

Please phone the surgery on 02 4042 7002 or via online [www.hotdoc.com](http://www.hotdoc.com)

### Longer consultations

Process for requesting a longer appointment

*Longer consultations are available:  
Please advise the reception staff if you require extra time when making appointment.*

### Walk-in appointments

Process for walk-in patients

*Walk-ins will be allocated an appointment, at the first available consultation, and will usually be required to wait, Emergencies will be triaged and may be require waiting.*

**4-1 Splitters Road  
North Rothbury NSW 2335**

**PH: 02 4042 7002**

[reception@huntleedoctors.com.au](mailto:reception@huntleedoctors.com.au)

### Practice services

Details of services provided by Huntlee Doctors

*General Check-ups, Health Assessments, Skin Checks, ECG, Minor Procedures, Worker's Compensation, Vaccinations, Childhood Immunisation, Chronic Disease Care, Aboriginal & Strait Islanders Health Care, Antenatal Care, skin checks and minor procedures.*

### After hours and emergency care

After-hours care for emergencies **call 000  
13SICK (137425) 13CURE (132873)**

or go to Cessnock District Hospital Emergency Department

### Home visits

Process for patients who require a home visit

*Home Visits appointments will be available to regular patients that has a condition that prevents them to attend the Surgery and arranged at the Doctors Discretion.*

### Fees and billing arrangements

*Huntlee Doctors is a Bulk Billing Surgery to all eligible that currently hold a Medicare or DVA card.*

*Patients that do not hold a Current Medicare Card will be charged a consult fee with no Medicare Rebate*

*Standard Consult (23) \$85-*

*Long Consult (36) \$135-*

*Minor procedures are billed a private fee  
**Communication / telephone policy***

Policy on communicating with GPs and if applicable, digital communication

Staff will take your details, and will only interrupt a consultation if the problem is urgent.

We may share your personal information for the purpose of sending referrals through our automated system such as MyHealthRecords, Shared Health Summary etc are electronic protected. Sending Automated eReferrals ,eScripts and receiving SMS for appointment and recall reminders are electronic protected. Telephone Consultations are available but must contact reception for more information.

### **Test results**

*If you have been referred for a test, please ensure you contact us for the result within two to three days. Results will not be provided over the telephone via receptionist.*

### **Reminder system**

Reminder system, including the process for obtaining consent or opting out

*Our practice is committed to preventative healthcare. Patients will receive healthcare reminders to ensure preventative care, Patients have the right, to opt out.*

### **Management of patient health information**

*Our practice is committed to maintaining the confidentiality of your health information. For more details, please ask to see our Privacy Policy.*

### **Patient rights**

Patients have the right, and are encouraged, to participate in the decision about their healthcare.

### **Referrals and engaging with other services**

Processes for engaging with other health, community and disability services, and the procedure for referrals

*Our practice regularly engages with local health services, such as specialists, allied health and hospitals, your GP will provide sufficient information and referrals to plan and facilitate optimal patient care.*

### **Patient feedback**

*Please speak to a member of the clinical team, or the administrative staff, if you have suggestions, or are unhappy with the service you have received.*

### **Patients who require communication services**

Arrangements for patients who require support systems for communicating, such as Interpreter

*Patients who require communication assistance is asked to let the reception staff know when making the appointment.*