

## Appointments

Consultations are by appointments at 15 - 20-minute intervals. If you would like more than one simple issue dealt with at your appointment, we recommend that you request a **Long Appointment**. If more than one person in your family wishes to see the Doctor, please make separate appointments. You are welcome to see the Doctor together if sequential appointments are made.

## Consultation Fees

Riverview Medical Practice is a privately billing practice. Fees vary due to the length and complexity of a consultation. Payment is required on the day of the consultation by cash, credit card or EFT. Your Medicare rebate is refunded instantly into your bank account if you present a card attached to your savings or cheque account.

### Dr Coral Shaw

Consultation Type	Standard Fee	Concession Fee	Medicare Rebate
Standard (20min)	\$65	\$50	\$21
Long (20-40min)	\$75	\$60	\$38

### Dr Sherri Roberts

Consultation Type	Standard Fee	Discounted Fee	Medicare Rebate
Standard (20min)	\$75	\$70	\$39.10
Long (20-40min)	\$125	\$95	\$75.75
Prolonged (>40min)	\$185	\$132	\$108.85

## Concession Fees

Discounted Fees may be applicable to the following consultations, Monday to Friday:

- Children aged 16 years and under
- People aged 75 and over
- Concession card holders
- Full-time students
- Healthcare card holders

## Bulk Billing

To enable fair access to our services, Bulk Billing is available for the following instances:

- DVA Gold Card holders
- Full Pensioners
- Disability Support
- Concession card holders registered at Riverview Medical Practice for the Closing the Gap scheme
- Health Assessments
- GP Management Plans

We appreciate that some people may find it difficult to pay their medical bills. Patients experiencing genuine financial difficulties, either temporary or permanent, are invited to discuss their situation with the doctor.

## Preferred GP

When making an appointment we encourage you to request your preferred doctor and we will endeavour to accommodate you. This may not always be the case for emergency or urgent cases.

## Home Visits

Home visits are available when your medical condition prevents you from attending the surgery. Visits can be made within a 5 km radius of the surgery.

## Waiting Time

We have several measures to assist in streamlining the waiting room and improving patient flow. Please advise the type of appointment e.g. vaccination, post-natal

check, pap smear or procedure. Every effort is made to keep to appointment times, but this is sometimes not possible due to emergencies or consultations taking longer than expected.

## Reminder System

Our practice is committed to preventative care. Unless you specify otherwise, you will be registered to receive a reminder notice regarding health care services appropriate to your care.

## Referrals

Doctors in this practice are experienced in handling all common health problems. When necessary, they may draw an opinion from Specialists and, if necessary, refer you for further investigations.

You will need an appointment with your doctor for a referral to be written. We are not permitted by law to backdate referrals.

## Repeat Prescriptions

Please make sure you always have adequate prescriptions on hand. To avoid running out of medications, please book appointments for repeat prescriptions early.

## Scripts and Referrals with an appointment

For your convenience we are happy to offer renewals for scripts and referrals with an appointment either in person or via telephone call. Please book an appointment with our reception.

If you are unable to attend for an appointment, a Script fee for this service is \$20 and \$40 for a Referral.

Please allow 5-7 days for these services.

## Test Results

Where blood tests or other investigations have been ordered, you will need to make a follow-up

appointment to discuss the results. If the doctor is concerned about your results, our staff will contact you to make an appointment. To ensure confidentiality, test results will not be given over the phone.

### **Cultural Background**

We encourage you to advise us of your cultural background. This helps our practice to provide you with any resources that may be available to assist in your care.

### **Translation Services**

Our practice welcomes patients from all cultures and backgrounds. If language is a difficulty, we encourage you to attend with a member of your family or we can organise a translator if given prior notice.

### **Request for Personal Health Information**

Patients can access their health information. An appointment can be made with your doctor to discuss this request.

### **Patient Identification & Emergency Contact Details**

We will confirm your identity, your contact details and also emergency contact details at each encounter with the practice. This is to ensure your details are kept up-to-date and to help minimise the risk of errors.

### **Privacy**

Your medical record is a confidential document. It is our policy to maintain the security of your personal health information. Riverview Medical Practice abides by the *Privacy Act 1988 incorporating 13 Australian Privacy Principles (APPs) and the relevant health records legislation*. Riverview Medical Practice Privacy Policy is available to view on our website [www.riverview.doctor](http://www.riverview.doctor)

### **Phone Calls**

Our phones are open during the Practice Hours. If your Doctor is unavailable, a message will be taken, and your call returned at the earliest opportunity. If your call is urgent, you may speak with one of our nurses who will triage your call.

### **Feedback/Complaints**

We welcome patient feedback. Please ask for a feedback form, or to speak to our Practice Manager. Feedback is confidential and helps us to improve our services. If you feel your feedback/complaint has not been addressed appropriately, you may contact the Health Care Complaints Commission, Level 13, 323 Castlereagh Street, Sydney NSW 2000.  
P: (02) 9219 7444 | F: (02) 9281 4585 |  
Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

### **Services**

- General Medicine
- Chronic Disease Management
- Cryotherapy
- Vaccinations
- Health Assessments
- GP Management Plans
- ECGs
- Spirometry
- Iron Infusions
- Venesection
- Nutritional Medicine
- Family Planning Advice
- Preventative Health
- Cervical Screening
- Aged care
- Counselling and Mental Health

### **After Hours & Emergency Care**

For after-hours service details, call 02 4739 6040  
In an emergency, ring **000** for an ambulance.



## **Riverview Medical Practice**

*'Healing through Lifestyle'*

### **Practice Information Sheet**

#### **Practice Hours**

Monday - Friday 8:30am to 5:30pm  
Saturday: 9am - 2pm  
Sunday: Closed

#### **Doctors**

Dr Coral Shaw      Dr Sherri Roberts  
Dr Emma Hazelton

#### **Practice Nurses**

Dylan - RN  
Rachael - RN

#### **Admin Team**

Chris - Practice Manager  
Margaret, Tania & Maree – Reception

#### **Allied Health**

Daniel - Exercise Physiologist  
Dietician Services  
Nutritional Services

#### **Riverview Medical Practice**

30 Rusden Road, Blaxland NSW 2774

PO Box 3088, Blaxland 2774

**Phone:** 02 4739 6040

**Fax:** 02 4739 0560

**Website:** [www.riverview.doctor](http://www.riverview.doctor)