



*Welcome to Hawkins Medical Clinic. The information contained within this brochure is provided to assist your understanding of how Hawkins Medical Clinic works, so both doctors and staff may offer you a caring and efficient service.*

## **OUR CLINIC**

The Hawkins Medical Clinic aims to provide a comprehensive 24-hour medical service. Some doctors have private admitting rights to Mount Gambier Hospital. Prior discussion should occur with your doctor if you wish to be a private patient at the Mount Gambier Hospital. Families are encouraged to choose their own family doctor and where possible each patient will see the doctor of his or her choice. Some doctors have special areas of medical interests in for example children's illnesses, obstetrics, men or women's health, occupational and preventative medicine, health education, conditions of the ageing, psychological problems and drug and alcohol abuse. Our receptionists can provide further details should you wish to see any one of these doctors specifically.

Our practice provides patients with preventative care and early case detection reminders using local and state reminder systems. *Our nursing team comprises of the following staff- Diane, Wendy, Kim, Barbara, Ashley, Stella and Amanda.*

## **YOUR DOCTOR'S DAY**

Each day the doctors have a variety of other activities in addition to their clinic responsibilities. These other activities may include hospital visits, home visits, nursing home visits, operating, delivering babies, work site clinics, medical administration, lectures and meetings. This may mean that on some occasions your doctor may be unavailable at your preferred appointment time.

## **CLINIC OPENING HOURS**

The clinic is open from 8.00 a.m. to 7.30 p.m. on weekdays and 8.00 a.m. to 11.00 a.m. on Saturday mornings.

### **Our regular consulting hours are:**

|                  |  |
|------------------|--|
| <b>Weekdays</b>  | <b>8.30 a.m. to 6.00 p.m.</b><br><b>7.00 p.m. to 7.30 p.m.</b> |
| <b>Saturdays</b> | <b>8.30 a.m. to 11.00 a.m.</b>                                 |

Consultations are **by appointment only**. Appointments be made during normal clinic hours in the clinic or by telephoning **8725 5266**. We now have online appointments available for several of our doctors including the same day duty doctor appointments. Talk to one of our friendly staff to register your details to access online appointments.

## **AFTER-HOURS**

The clinic is open after-hours on weekends and public holidays at the following times:

|                                    |                                 |
|------------------------------------|---------------------------------|
| <b>Saturdays</b>                   | <b>7.00 p.m.</b>                |
| <b>Sundays and Public Holidays</b> | <b>11.00 a.m. and 7.00 p.m.</b> |

Please note after hours consultations are for **urgent** matters only. Appointments should be made where possible by telephoning **0418 838 466**. Higher rates of fees usually apply at these times.

A rostered clinic doctor is available on **0418 838 466** over all after-hours periods.

## **APPOINTMENTS**

The standard consultation time is 10-15 minutes. Please advise when booking if you require a longer time or have a special purpose e.g. immunisation, insurance, pension or employment examination, or a worker's compensation case. Emergencies will always be given priority.

### **SAME DAY APPOINTMENTS (Monday – Friday)**

To improve on the day access for our patients we now offer same day (weekday) duty appointments. All patients need to do is either book online the night before or phone the clinic before 10am and ask for a same day appointment. We guarantee you will be seen that morning by one of our duty doctors. Ask one of our staff for an online appointment registration form to start booking appointments online today. So far the following doctors have online appointments available- Dr Vishnu Sangangari, Dr Katrina Couchman and Dr Adrian Elliot-Smith.

### **WEEKDAY WALK-IN CLINIC FOR UNWELL CHILDREN UNDER 5**

Hawkins Medical Clinic provides a Monday to Friday walk in service for any Hawkins patient under the age of five with a recent illness such as a fever, rash, cough, sore throat, earache etc. All you need to do is come into the clinic between 11 and 11.30am weekdays and your child will be seen. Upon arrival report to the northern reception at the nurse's station to have your child's details checked and attendance recorded. There is no need to phone to make an appointment. **All walk in paediatric patients are bulk billed.** Our aim is to provide a simple way to get help for your child and any necessary follow up completed without the need to book an appointment.

## **INABILITY TO ATTEND**

If for any reason you are unable to keep your appointment **PLEASE** ring the clinic and cancel your appointment. This courtesy makes it possible for another patient to utilise this time. A charge will apply if we are not advised within a reasonable period of your inability to keep your appointment. Patients with mobile phones are encouraged to register for SMS reminders which are generated from within our appointment software.

## **HOME VISITS**

Home visiting is an important part of a community medical service and is available for regular patients whose medical condition prevents them from attending the clinic. If you require a home visit please ring as early as possible in the morning to enable the doctor to plan his or her day. Higher fees apply for home visits.

## **REPEAT PRESCRIPTIONS**

We now offer a walk in script clinic. Patients can now attend the clinic Monday to Friday between 8:15 and 8:45am for a repeat prescription only bulk billed consultation, no appointment necessary. Patients should be reviewed by their regular GP at least 6 monthly for some conditions. Patient requiring the script must be in attendance at these walk in appointments. Please see one of our reception staff for more information.

In addition to the walk in clinic we also provide repeat prescriptions at a nominal fee. Prescriptions will be available within **three** days of request. Please telephone after 10.00 a.m. and before 4.00 p.m. for repeat prescriptions only. All patients on long term medication should be reviewed at a consultation at least every six months. Patients on Webster pack medications are charged a \$5 fee per month.

## **MEDICAL STUDENT & REGISTRAR TRAINING**

Hawkins Clinic is an accredited training practice for undergraduate and post-graduate medical programmes. These programs include student attachments to individual clinic doctors for consulting room, home and hospital observation. You will always be advised beforehand of a student's presence in the consulting room, and you have the clear right to withhold your consent for that presence.

## **ACCOUNTS**

Please present to the accounts department where you will be able to pay in full for the service provided. Full pension card holders and Department of Veterans Affairs beneficiaries are billed at discounted rates for in-hours services. If you hold such cards please indicate this to the receptionist on your arrival at the clinic. Your Medicare rebate can be deposited into your account using a debit card within seconds leaving only the gap to be paid.

Please discuss any problems regarding accounts with either your doctor or the Practice Manager.

## **TEST RESULTS**

Patients are encouraged to ring in for their test results after 10.00am on weekdays. Alternatively, our staff will contact you on your doctor's behalf should there be a need for follow up of results or to arrange for a further appointment.

## **SCHEDULE OF FEES**

All current fees are displayed within the clinic and on our website. Should you have specific enquiries, please discuss these with your doctor or the Practice Manager. Our doctors can also advise you of other costs that may arise from your consultation or treatment. We will advise you of the costs of being referred to a specialist where possible or provide the relevant specialists details for you to enquire.

## **TELEPHONE CALLS**

Your doctor can be contacted by telephone during normal working hours. When your doctor is with a patient, messages will be taken or return calls invited or made. Your call will always be put through to a doctor or sister in an emergency. Any electronic communication should be addressed to the practice email address [doctors@hawkinsmedical.com.au](mailto:doctors@hawkinsmedical.com.au)

## **PRIVACY POLICY**

We will not release information about you or your care to anyone without your written approval unless required by law. A copy of our privacy policy can be obtained from our website.

## **WAITING TIMES**

Due to an emergency, there can occasionally be long delays to see your doctor. Please notify the receptionist if you have been waiting more than 30 minutes.

## **FEEDBACK**

In the interest of improving our service to you we wish to hear if you have positive feedback, a complaint or a helpful suggestion. Please feel free to discuss this with your doctor or see Mr Dale Beatty, our Practice Manager. You may prefer to write to us with any concerns or suggestions. Complaints may also be directed to the Health & Community Services Complaints Commissioner 1800 232 007, the AMA (08) 8267 4355 or Australian Health Practitioners Register of Australia on **1300 419 495**.

## **MORE INFORMATION**

For more information about Hawkins Medical Clinic please visit our website- [www.hawkinsmedical.com.au](http://www.hawkinsmedical.com.au)

### Contact Us:

Telephone: 8725 5266

Fax: 8723 1297

After Hours Mobile: 0418 838 466

Address: 30 Sturt Street Mount Gambier

Email: [doctors@hawkinsmedical.com.au](mailto:doctors@hawkinsmedical.com.au)

You can also follow us on the following social media sites:



<https://www.facebook.com/hawkinsmedical/>



[@HawkinsMedical](https://twitter.com/HawkinsMedical)