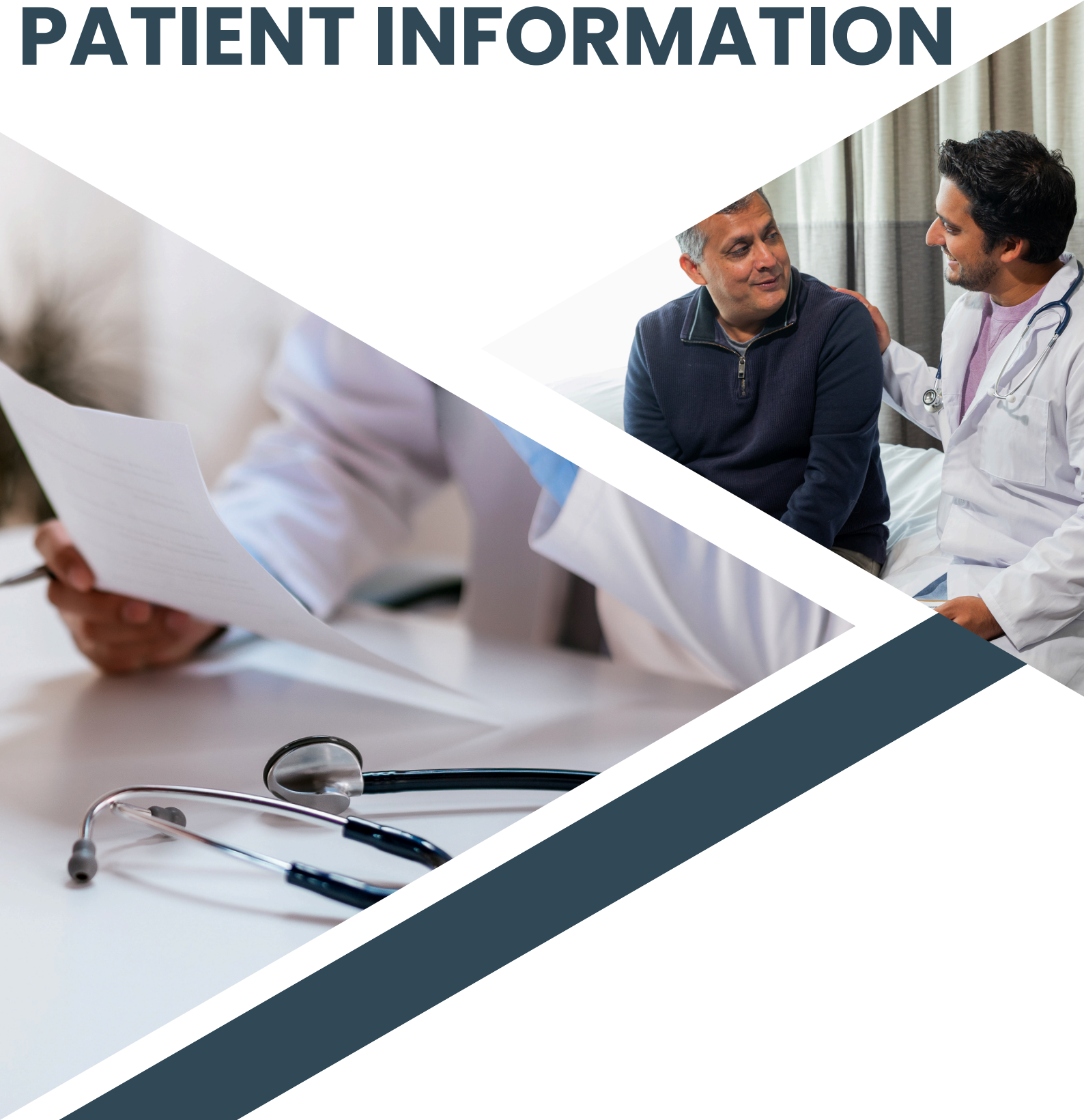


HAWKINS MEDICAL CLINIC PATIENT INFORMATION




Hawkins@Sturt


Hawkins@Pinehall


Women's Health
@Hawkins


Skin Cancer Clinic
@Hawkins

Our Family, Caring for Yours!

GENERAL MEDICAL PRACTICE

ABOUT HMC

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. We are committed to providing quality life-long care to all of our patients. We have two clinics, Hawkins @ Sturt Street and Hawkins @ Pine Hall Avenue. Our doctors have special areas of medical interests, 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 practice provides patients with preventative care and early case detection reminders using local and state reminder systems.

Doctors consulting at Hawkins Medical Clinic

Dr G. Adhikary, Dr D. Cross, Dr J. Gladman Dr E. Greenfield, Dr A. Gulati, Dr S. Gulati, Dr T. Harrison, Dr L.M. Kanters, Dr S. Lopa, Dr R. Martin, Dr C. McLeod, Dr S. Milan, Dr M. Mitchell, Dr N. Morshed, Dr Y. Pyone, Dr P. Prem, Dr S. Rahman, Dr R. Rampatige, Dr S. Rasa, Dr V. Tran, Dr J. Tullett, and Dr L. Twining.

CLINIC OPENING HOURS

Hawkins@Sturt - 30 Sturt Street Mt Gambier

Monday to Friday 8.00am-5.30pm (consultations begin from 8.30am)

Saturday 8.00am-11.00am (consultations begin from 9.00am)

Hawkins@Pinehall – 10-12 Pinehall Ave Suttontown

Monday- Friday 8:00am – 5:00pm (consultations begin from 8.30am)

Consultations are by appointment only. Appointments can be made during opening hours in the clinic or by telephoning 8725 5266.

AFTER-HOURS

A GP will be available after hours for phone consultations only unless another course of action is recommended. Patients with urgent health concerns may call our after-hours service and speak to a GP.

Our After-Hours service is a privately billed service. It is not bulk billed, and no discounts, or other billing policies apply to this service. If you choose to speak with a doctor, please be aware that there will be an Out of Pocket gap fee billed to your account. Please see our website for more information on our after-hours service and billing policy - www.hawkinsmedical.com.au

A rostered clinic doctor is available on 8725 5266 for all after-hours periods.

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 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.

ACCOUNTS

Please present to the accounts department after your consultation. We are a mixed billing practice and full payment is expected on the day of your appointment. If you pay in full on a debit card we are able to refund the Medicare rebate at the same time, leaving the gap amount paid. 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.

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

APPOINTMENTS

The standard consultation time is 10-15 minutes. Please advise when booking if you require a longer time or have a special purpose for example; immunisation, insurance, pension or employment examination, or a worker's compensation case. You can also request a telephone consultation if appropriate for your situation, you must have been seen face to face in the clinic within the last 12 months to be eligible for a Medicare rebate.

Emergencies will always be given priority. 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.

SAME DAY APPOINTMENTS (Monday – Friday at Hawkins@Sturt)

To improve access for our patients, we offer same-day appointments with a duty doctor on weekdays. Patients should call the clinic from 8:00am to request a same-day appointment. While we will do our best to accommodate your request, appointments are not guaranteed, as they can fill up quickly. All calls will be triaged by our nursing staff.

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 ensure their details are up to date in our system so reminders can be sent out.

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, 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.

TEST RESULTS

Patients are responsible for following up on their test results. Our staff will only contact you if directed by your doctor, or if further follow-up or additional appointments are required. Please contact the clinic between 10:00 am and 4:00 pm on weekdays for your results.

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 offer daily phone script clinics in the morning and evening. These clinics run Monday to Friday from 8:15 am and also from 5.00pm. A duty doctor will call you to discuss your prescription requirements; however these clinics are ONLY for routine repeat prescriptions. These appointments are bulk billed if you have been seen face to face in the clinic within the last 12 months. Unfortunately, the GP will not prescribe drugs of dependence or authority scripts, please book a consult with your regular GP for these prescriptions.

All patients on long term medication should be reviewed at a consultation at least every six months. Patients on Webster pack medications who do not require a consult to review scripts 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 right to withhold your consent for that presence.

CLINIC AUDITS AND RESEARCH

Our clinic uses de-identified data for research and audits to help improve the quality of care we provide. Any research performed by third parties using clinic data must have ethics approval by the appropriate governing body. If the research involves de-identified health data, no consent is required. However, if the research involves identifiable personal health data, written consent may be needed. For studies conducted by outside agencies, the agency will gather consent directly from patients. If research is conducted within the clinic, patients will be asked for consent, and the details of the project will be explained clearly.

TELEPHONE CALL

Your GP can be contacted during normal consulting hours, our reception staff will be happy to take your telephone message and pass it onto your doctor. The receptionist may suggest that you speak with a practice nurse who may be able to assist you. Your doctor may return your call when possible or provide a response via their receptionist if suitable and/or advise if an appointment should be made to discuss the relevant issue. Please be mindful that most doctors at Hawkins Medical Clinic will require an appointment for completion of paperwork, scripts or repeat referrals.

TEXT MESSAGES

We will confirm your appointment by text message at 10am the day prior to your appointment. You will be asked to confirm your appointment by return text message with a simple “yes” to confirm your appointment. If you have not responded by 3pm, a reminder is then resent. If you wish to cancel your appointment, it is best to ring the clinic to re-schedule especially if you have more than one patient allocated to the same mobile number. In some circumstances, we may also contact you via text if we need to reschedule your appointment or we have been unable to contact you regarding results/appointments.

EMAILS

You can email Hawkins Medical Clinic at doctors@hawkinsmedical.com.au. This email address is a generic email address and is regularly monitored however it is NOT suitable for urgent medical concerns – please call the clinic if your enquiry is urgent or requires a same day response. If you wish to email your GP, please use the generic email address and it will be forwarded onto the appropriate doctor. Emails should not be used to make, change or cancel appointments, this must be done by ringing the clinic or via our online booking system. Patient results/medical correspondence will not be sent via email unless consent is given either verbally or in writing by the patient.

USE OF HEIDI – AI SCRIBING TOOL

This clinic uses Heidi, an AI-powered scribing tool, to assist GPs in capturing accurate details of consultations and appointment outcomes. This allows GPs to focus more on the patient and less on note-taking, improving the quality of care. Patient consent is required for the use of Heidi during appointments. Consent allows the clinic to use this technology to enhance care. Patients can withdraw consent at any time.

Only the treating GP has access to the data captured by Heidi. All information is securely encrypted and stored in Australia, in compliance with privacy laws. No recordings of conversations are stored. Notes from appointments are transcribed in real-time and securely added to the patient's health record.

MEDICAL RECORDS

Your medical record information is a confidential document. Your record includes consultation notes, referrals letters, specialist letters, discharge summaries, pathology and radiology reports, medical certificates, and any other documents/correspondence relevant to your health care. Hawkins Medical Clinic strictly adheres to The Australian Privacy Principles under the Privacy Act 198. All your patient information is strictly private and confidential and not released unless prior written consent is obtained.

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.

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 our Practice Manager, Judith Williams. You may prefer to write to us with any concerns or suggestions.

If an agreeable outcome cannot be reached, please refer your complaint to:

The Office of the Health and Community Services Complaints Commissioner, www.hcsc.sa.gov.au, info@hcsc.sa.gov.au, (08) 7117 9313 OR 1800 232 007.

Complaints may also be directed to 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

Contact Us:

Telephone: 8725 5266

Fax: 8723 1297

After Hours Mobile: 0418 838 466

Hawkins@Sturt- 30 Sturt Street, Mount Gambier

Hawkins@Pinehall- 10-12 Pinehall Avenue, Suttontown

Email: doctors@hawkinsmedical.com.au