



Sydney Women's Wellness
2/95 Greenwich Road,
Greenwich, NSW, 2065

P: (02) 8437 7944 F: (02) 8602 9611

E: reception@sydneywomenswellness.com.au

www.sydneywomenswellness.com.au

After Hours Contact: 02 8724 6300

PRACTICE INFORMATION SHEET

OPERATING HOURS

Monday	8:00 am – 5:00 pm
Tuesday	8:00 am – 5:00 pm
Wednesday	8:00 am – 5:00 pm
Thursday	9:15 am – 7:45 pm
Friday	8:00 am – 4:00 pm
Saturday	By Appointment Only
Sunday	By Appointment Only
Public Holidays	By Appointment Only

DOCTORS

Dr Sarah Farrell – Principal GP, Women's Health GP Specialist

Dr Jo Mackson – Women's Health GP Specialist

ALLIED HEALTH PRACTITIONERS

Ms Ellen Gulson – Lactation Consultant

Ms Lara Mathers – Dietitian

Ms Catherine Thompson – Baby & Toddler Sleep Consultant

ADMINISTRATIVE & NURSING STAFF

Ms Nicole Bethell – Practice Nurse

Ms Ali Luz – Practice Manager

Claire Flanagan - Receptionist

APPOINTMENTS

Consultation with the Doctor of your choice is made by appointment.

For urgent cases, you will be seen by the first available Doctor. Standard consultation usually run for fifteen minutes. If your appointment involves more than the standard consultation, kindly inform the reception team so that additional time or appropriate appointment type can be allocated for you. If multiple concerns are needed to be addressed or more than one family member would like to see the doctor, a separate appointment may be necessary. This will help prevent delays for other patients and ensures the doctor has ample time in providing you the care that you need.

Booking your appointments can be made in-person, over-the-phone, or via our website.

WAITING TIMES

Sydney Women's Wellness understands that your time is valuable. Due to unpredictable nature of a general practice, appointments may occasionally run behind schedule.

To help minimise this, we encourage patients to book longer consultations if needed.

We apologise for any inconvenience this may cause and will do our best to keep you informed of any delays as much as we can.

SERVICES OFFERED

- ✓ Contraceptive Advice
- ✓ Cycle Management
- ✓ Cervical Screening
- ✓ Well Woman's Check / Women's Health
- ✓ Sexual Health
- ✓ Pregnancy Planning & Fertility Support
- ✓ Antenatal Shared Care

- ✓ Pregnancy Support & Management
- ✓ Unplanned Pregnancy Counselling & Management
- ✓ Postnatal Support
- ✓ Lifestyle advice
- ✓ Perimenopause & Menopause Management
- ✓ Immunisations
- ✓ Allied Health Services:
 - Mental Health
 - Lactation Consultant
 - Dietetics
 - Baby & Toddler Sleep Consultant

FEES

Sydney Women's Wellness is committed to providing personalised, high quality medical care for women and their families; To allow us in providing this high-level care our fees are based on consult duration and complexity, and our out-of-pocket costs reflect this.

We operate as a private-billing practice. Fees for services are at the discretion of the attending doctor or allied health practitioner.

Payment of fees is due at reception by immediately after your consultation. Cash, cheques, all major credit cards and EFTPOS are accepted (credit card payments may attract a surcharge). Appointed fees are non-refundable.

We also offer online payment via SMS following telehealth consultations

Please note that there will be an additional surcharge fee passed on from Tyro + Automed Systems (1.75% +30c) for all online fees.

We understand that financial difficulties may arise, and we believe that patient healthcare should not be disadvantaged as a result. If you find yourself in this position, please discuss alternative arrangements with your practitioner.

Unfortunately, we are unable to bulk-bill concession card holders.

SCHEDULE OF FEES (for Consultations)

Item description	Practice Fee	Medicare Rebate
Short Appointment (5 – ~10 mins)	\$65	\$20.05
Standard Appointment (~15 mins)	\$105	\$43.90
Long Appointment (~30 mins)	\$190	\$84.90
Extended Appointment (~45 mins)	\$270	\$125.10

You may be charged for additional fees for any procedures done with your consultation. Our friendly and approachable Reception team are more than happy to provide you an estimate of cost for any additional services.

NON-ATTENDANCE & CANCELLATION FEE

For cancellations, we require a minimum of 12 hours' notice for GP appointments and 48 hours for Allied Health appointments.

A \$50 late cancellation fee will apply if the required 12-hour notice is not provided. For cancellations made WITHIN 2 hours of your appointment or for non-attendance, a fee equivalent to the full cost of the consultation will be charged. Kindly note that Medicare rebates will not apply to cancellation or non-attendance fees..

ACCIDENT AND EMERGENCIES

If there is a life-threatening emergency – even if you are not certain – always call 000. Otherwise, telephone us on (02) 8437 7944 and our practice nurse will perform a triage to advised of the best course of action.

AFTERHOUR CONSULTATIONS

Weekday after hours Mon-Fri: before 8am/after 8pm and Saturday 8-1pm consultations incur a \$15 additional fee.

Sat before 8am and after 1pm and Sun/Public holiday: all day will incur a \$30 additional fee

Medical care is available outside of our operating hours is covered by the Sydney Medical Service Co-op Ltd. If you require medical attention outside our operating hours, please telephone 02 8724 6300 (1300 HOME GP) and you will be advised of current arrangements. If on occasion you are seen by a Doctor from Sydney Medical Service Co-op Ltd, a full written report will be faxed to us for inclusion in your records, the next day.

REPEAT SCRIPTS, REFERRALS, & RECORDS

A repeat script or referral can only be issued by the doctor if one has been previously provided for you.

If you wish to have a copy of your medical records, the following are the schedule of fees for these types of requests:

Service	Fee
Repeat eScript (1-2)	\$20
Repeat eScript (3 or More)	\$30
Repeat Posted Script	\$30
Repeat Referral	\$30
Urgent (less than 24 hours turnaround time)	\$40
Copy of Medical Records	
<ul style="list-style-type: none"> Full Medical Record 	\$30
<ul style="list-style-type: none"> Partial Copy (specific document, incl. Subpoenas etc.) 	\$15
<ul style="list-style-type: none"> Health Summary 	No Cost

MEDICAL CERTIFICATES

Medical certificates are provided only for genuine illnesses and when you attend the surgery for a consultation either by telehealth or in-person. It is illegal to issue certificates in any other circumstances, including retrospective or post-dated certificates.

INVESTIGATIONS/TEST RESULTS

All referrals for pathology, imaging, other investigations, or new specialists require an appointment with a doctor. Doctors cannot issue these requests without a proper consultation.

All results are reviewed by a doctor and appropriate communication is at the doctor's discretion.

We ask that you make a follow-up appointment to receive results, either face to face or via telehealth.

Depending on the circumstance you may receive telephone calls, text messages and/or email from the doctor or the practice nurse.

Urgent Results: The Doctor or Nurse will contact you by phone to advise you to make an appointment. If there is no answer after 3 attempts, a letter will be sent to you advising an urgent appointment is required.

Non-Urgent Results: Our automated recall and reminder system will send you a text requesting you to make a non-urgent appointment. If you have chosen to opt-out of receiving texts, you will be phoned by one of our receptionists. If there is no answer after 3 attempts, a letter will be sent to you advising an appointment is required.

Normal results (No action required): If your doctor has marked your results as normal, our automated system will SMS you that there are no actions required. You may phone us to check if your results have been received and may make an appointment to discuss the results if you so choose.

All communication methods will not provide any confidential information, and an appointment will be required if you wish to discuss results.

TELEPHONE CALLS

Patients can contact the practice via telephone between 8:00am and 5:00pm Monday to Thursday, 8:00am and 4pm Friday and between 9am and 12pm on some Saturdays. Outside of those times, we have an automatic recorded message on our telephone system. We do not have a voicemail system.

Our reception staff will also perform a three-point identity check to ensure the correct patient file is matched to the patient on the phone.

Doctors are unavailable by phone unless you have booked a telehealth appointment or in the event of an emergency.

For any urgent medical problems, we recommend you attend your nearest hospital, or alternatively please call our practice and depending on the urgency and availability, an urgent appointment with one of our doctors will be arranged.

INTERPRETING SERVICES

A contact list of translator and interpreter services and services for patients with a disability is readily available to our reception team. These include:

- National Relay Service (NRS)
- National Interpreter Booking Service (NABS)
- Auslan services 1300 AUSLAN
- Translation and Interpreter Service (TIS) Doctors Priority Line 1300 131 450

Kindly approach one of our friendly Reception team to connect you to these services.

ELECTRONIC COMMUNICATIONS

SMS messages are sent to remind patients of scheduled appointments, health reminders and health recalls (optional).

Prescriptions (eScripts) and some results may be sent via an SMS message directly via secure messaging from a doctor.

Email is not a secure form of communication, and we do not use this to communicate personal information to patients without their consent. Patients must be aware that any

communication they direct to the surgery via email is also NOT secure and confidentiality cannot be guaranteed.

Patients communicating through email do so at their own risk. If you do choose to contact the surgery via email, this is considered as patient consent for our staff to reply via email. Our staff endeavour to respond to email messages within 72 hours. If you have an issue that requires urgent attention, we request that you contact the practice via telephone.

PRIVACY

At Sydney Women's Wellness, we are committed to protecting your privacy. Your medical record is treated as a confidential document wherein the practice follows strict and comprehensive policies to always ensure the security of your personal health information, and this information is only accessible to authorised staff members and your care team with your consent. If you would like to receive a copy of our Privacy Policy, please feel free to ask our Reception team.

FEEDBACK & COMPLAINTS

Suggestions/complaints can be discussed with either your doctor on the day of your visit or the Practice Manager in writing to 2/95 Greenwich Road Greenwich. This ensures confidentiality of your medical/sensitive matters and that your matter will be passed on to the most appropriate person for response. We cannot guarantee the safety or confidentiality of your matter if you send it to us via email. In most cases, we will respond to you in writing, via your postal address we have on file.

If you are not satisfied or your complaint cannot be resolved within the practice, you may wish to contact the Health Care Complaints Commission (HCCC). Contact details for the HCCC are as follows: Locked Mail Bag 18, Strawberry Hills NSW 2012. T: 02 9219 7444 or 1800 043 159.