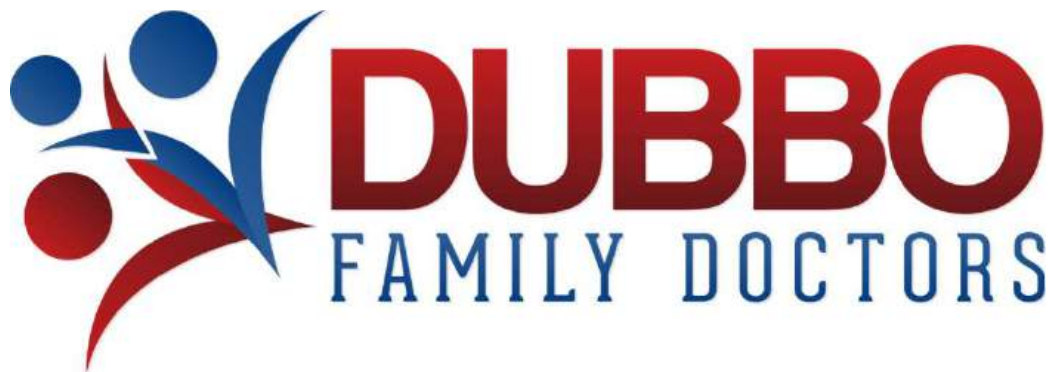


Practice information booklet



Quality healthcare for the Dubbo community



Scan this code to download a copy of this booklet

Welcome to Dubbo Family Doctors

Our Vision

We seek to provide an outstanding level of care that leads to the best possible health outcomes and makes a meaningful difference to the lives of our patients, our families and our community.

Opening Hours

Monday to Friday: 8:00 am – 6:00 pm

Saturday: 8:30 am – 12 Noon

Sunday: Closed

Public Holidays: Closed

After hours care

Dubbo Family Doctors provides an after-hours phone service available for existing patients of our practice. This is not bulk billed.

Call our practice phone number 6884 0474 and follow the prompts

In emergencies, please dial Triple Zero (000)

Dubbo after hours GP clinic

Dubbo Base Hospital Day Surgery Unit, Myall Street Dubbo, NSW, 2830

When: 2pm – 5:45pm (Saturdays, Sundays & Public Holidays)

The doctor who consults with you at the afterhours GP clinic will send information relating to your visit to your usual GP for continuation of care.

Healthdirect is a free national medical service 24/7 – you can speak to someone who can assess your needs, work out how urgent and serious the situation is and will recommend what to do next – Please call 1800 022 222

The DFD Team

Our friendly team work together to achieve the best possible health outcomes for you. Please refer to our website for more information

Doctors

Dr Wilson Pujawiyatna
Dr Gary Wong
Dr Sandra Gaffney
Dr Michael Peterson
Dr Paul Roth
Dr Nicole Smith
Dr Alex Khlentzos
Dr Jillian Khlentzos
Dr Andrew Moreton
Dr Samantha Fitzpatrick
Dr Rory Hampstead
Dr Keshini Kanthan
Dr Rebecca Preece
Dr Brendan Davies
Dr Aivee Chua

Consulting Days

Monday - Thursday
Monday - Wednesday
Monday and Thursday
Tuesday and Wednesday
Tuesday am and Thursday pm
Monday, Wednesday, Thursday and Friday
Monday, Wednesday and Thursday
Tuesday and Friday
Tuesday, Wednesday and every second Friday
Monday, Wednesday, Thursday & Friday (AM Only)
Monday and Friday
Monday, Wednesday, Thursday and Friday
Tuesday, Wednesday, Thursday and Friday
Wednesday and Friday
(On Sabbatical)

Allied Health

Dr Madhuri Velegala Dietician and Diabetes Educator- Consults Saturday

Clinical Support Team (CST)

From early childhood to chronic disease management, our expert team is here to guide you. They can provide advice, education and personalised care

Anne Vail	Nurse Practitioner + CST Leader
Kathleen, Marilyn, Verlène, Kirsten and Tanya	Practice Nurses
Allyson and Haley	Medical Practice Assistants

Practice Management

Wilson Pujawiyatna	Practice Principal
Anne Vail	Practice Principal/Practice Manager
Moir Jones	Operations Manager
Helen Reynen	Administration Team Leader

Administration Team

Friendly, caring and professional. Our dedicated administration team are available to help with appointments, paperwork and billing

Helen Reynen	Team Leader
Lesley, Jenny, Cath, Lisa, Jessica, Lucy and Allana	Receptionists

Appointments

Consultations are by appointment only. For routine appointments, every effort will be made to accommodate your preferred time and doctor. Standard appointment times are 15 to 20 minutes in length. Longer consultation times are available, so please ask our receptionists if you have several health problems or complex issues that may require some extra time with your doctor.



The same doctor may not always be available on the day of your visit. You can choose to wait for an appointment with your preferred doctor or we can offer an appointment with another doctor at the practice. If you see another doctor at our practice they will be able to access your medical history and treatment notes. Phone 6884 0474, or book an appointment by downloading the AMS Connect App or via our website www.dubbofamilydoctors.com.au

Acute appointments

For urgent “can’t wait” care we do have acute / on the day appointments that are available from 8:00 each day (8:30 on Saturday). These can only be booked over the phone- please call and speak to our reception team on 02 68840474. This service is not for routine appointments.

Services

Our doctors provide a comprehensive range of family medical services and have a wide range of special interests including diabetes, minor surgery, musculoskeletal medicine, mental health, pediatrics, rehabilitation medicine, women's health, men's health, aged care, palliative care, travel medicine, and preventative care.

Telehealth

Video or phone consultations are available if required. To receive a Medicare rebate you must have had a face-to-face consultation at the surgery within the last 12 months.

Children

We are a family practice and welcome patients of all ages. We have a children's **play area** with books, toys and coloring pencils provided for children in the waiting room. Baby change facilities are located in the disabled toilets near the front reception desk. Please feel free to speak to reception if you need any assistance.

Children can become unwell very quickly. We know that this is a worrying time for parents and carers. If your child is sick, please ask our receptionists for an acute appointment so that we can attend to your child in a timely manner.

Childhood immunisations and complete **health checks** are provided at Dubbo Family Doctors. The National Immunisation Program Schedule recommends certain vaccinations at certain times. These vaccines are available free of charge for all Australian children. Current advice recommends that complete health checks be conducted at 2, 4, 6, 12 and 18 months, and 4 years of age to provide ongoing assessment of growth, hearing, vision, language, development and social skills.

Immunisations We provide a range of vaccinations for children and adults

- ✓ Travel immunisations for diseases including Yellow Fever, Hepatitis and Typhoid. See your GP at least 6 weeks before your departure date for advice on the vaccinations you may require for your trip as well as other travel advice. The vaccines you need will vary depending on your health and your exact itinerary.
- ✓ Free Flu, COVID, Pneumococcal, Shingles and Japanese Encephalitis vaccinations are available - speak to your GP or nurse.

Keep Well Program

You may be eligible to be part of our Keep Well Program if you have an ongoing medical condition or have experienced certain conditions including heart disease, diabetes, asthma, chronic obstructive pulmonary disease (COPD), kidney disease, stroke, osteoporosis, cancer or other conditions with complex care needs.

Our Keep Well Program is a planned cycle of regular visits that is personalised to meet your individual healthcare needs, taking into account your past and existing medical conditions. It aims to provide the care that will keep you as well as you can be, reduce your chances of getting sick or developing health complications, and maximise your quality of life. Speak with your doctor to find out whether you may be eligible to take advantage of this program.

What does it involve?

At your first Keep Well appointment, your GP (in collaboration with a practice nurse) will undertake a comprehensive assessment of your healthcare needs

- We will discuss your healthcare goals and identify the actions that need to be taken to achieve these goals.
- These goals and actions will form part of your personal management plan. You will be given a copy of this plan, and it will be used as the basis for your ongoing care.
- We can also arrange Medicare rebatable visits to other healthcare providers (including but not limited to Specialists, Dietitians, Physiotherapists, Exercise Physiologists, Podiatrists, Psychologists) under a team care arrangement.
- Depending on your healthcare needs a review visit will occur every 3-6 months
- Please check if you need any scripts or referrals prior to your appointments so that these can be attended to during your visit.
- You will be bulk-billed for your management plan and review visits

Health checks

Health checks can save your life. Many preventable serious illnesses such as heart disease, stroke, diabetes, kidney disease, cancers and osteoporosis can be missed until they are well advanced. Addressing your risks or detecting disease early means that you are much more likely to be cured.

Bulk-billed health checks are available for the following groups:

- ✓ People aged 45 to 49 years
- ✓ People aged 75 years and older
- ✓ Aboriginal and Torres Strait Islander people
- ✓ Nursing home residents (Comprehensive Medical Assessment)
- ✓ People with an intellectual disability

Family Planning

Dubbo Family Doctors provides a range of reproductive and sexual health services for women and men, including:

- ✓ Advice about contraception
- ✓ Implanon insertion and removal
- ✓ Information and referrals for vasectomy
- ✓ Pregnancy testing, antenatal shared care, postnatal checks
- ✓ Cervical screening tests (cervical cancer screening)
- ✓ Sexual health and safe sex information

Skin

We provide the following skin services at Dubbo Family Doctors:

- ✓ Cryotherapy (freezing therapy) for sunspots and warts
- ✓ Biopsies of suspicious skin lesions
- ✓ Surgical removal of skin cancers
- ✓ Wound management- including initial wound reviews and ongoing management of skin tears, surgical wounds or ulcers. Private fees apply.
- ✓ Skin checks - regular skin checks are recommended for people at higher risk of skin cancer. Risk factors include fair complexion, a tendency to burn rather than tan, the presence of freckles, light eye colour, light or red hair, age over 40 years, previous skin cancer, immunosuppression, family history of melanoma and multiple atypical moles

Indigenous Health

We acknowledge the Tubba-Gah people of the Wiradjuri nation as the traditional custodians of this land on which we live, learn and work, and we welcome all Aboriginal and Torres Strait Islander people to our service.

If you are an Indigenous Australian, you may be able to save money on medicines and/or get better access to Medicare services to help with your long-term illnesses – speak to our team about registering for the Closing the Gap program.

A bulk billed Aboriginal Health Assessment is available every 12 months. During this check-up, we ask you questions about your health, check things like your weight, blood pressure, heart, lungs, tummy, and ears, and arrange any tests and treatments that will keep you as well as you can be.

Tests

The following tests are available at Dubbo Family Doctors:

- ✓ Electrocardiogram (ECG). ECGs record the rhythm and electrical activity of your heart.
- ✓ Spirometry. This is a simple test that measures how much air you can blow out and how fast. Spirometry is useful in diagnosing and managing lung diseases such as asthma and chronic obstructive pulmonary disease (COPD).
- ✓ Continuous glucose monitoring (CGM)
- ✓ Ankle-brachial index (ABI)

Getting the results of your tests

Your doctor will advise when they expect the results to arrive at the practice. Your results will be reviewed by your doctor who will determine if an urgent or non-urgent follow-up appointment is required we will phone you to make an appointment.

If no follow-up is required, the doctor will make a note and reception can pass the results when you call. It is important that you find out your results and ask what they mean for your care.

Reception staff are unable to give out results over the phone without permission from the doctor. Should you wish to discuss your test results further, you will be required to make an appointment with your doctor.

Contacting your doctor

In an emergency call 000. You can call our practice by telephone during normal practice hours and reception can assist with passing on a request or message or scheduling a time for the doctor to address an issue. If you have a time critical request our reception team will always attempt to help find a solution.

Our doctors will not provide medical advice via email.

Referrals, medical certificates, drivers licence checks, insurance documents and other forms are important medical and legal documents and require a doctor's time and consideration. To make sure your health is properly managed, an appointment is required.

Prescription renewals

Please call and make an appointment when you fill your last repeat.

Your health and medical recommendations change over time. Our doctors need to see you for a consultation each time a prescription is renewed.

There may be a delay in seeing some of our doctors – for this reason we encourage you to book your routine appointment as soon as your last repeat is filled.

In certain circumstances a doctor may be able to provide a prescription repeat without an appointment - fees apply.

Fees and Charges

Dubbo Family Doctors is a private billing practice. This allows us to provide the high-quality facilities and services you enjoy. Fees are payable at the time of appointment. We accept cash and EFTPOS. If you fail to attend your appointment, there may be a fee of **\$55** which is not Medicare refundable.

Videoconferencing or phone consults – we will capture your credit card details when making a booking and process payment after your consult or reception will call to take payment over the phone.

We bulk bill:

- Veterans' Affairs card holders
- Appointments related to our Keep Well and Health Assessments
- Eligible childhood immunisations

Eligibility for Medicare rebates can vary according to your personal circumstances and are determined by Medicare. Our reception staff can provide an estimate of out-of-pocket costs

Wound Care: Medicare does not generally cover the cost of bandages and nurse time for wound care. Fees apply to cover the cost of instrument use, dressings and other consumables- speak to your nurse about options to provide your own dressings for ongoing wound care appointments. Patients with diabetic ulcers or Burns may be eligible for government rebated dressings.

Consultation	Standard rate	Pension rate	Rebate
Level A (Brief <6 minutes)	\$52	\$44	\$19.60
Level B (Standard 6-19 minutes)	\$88	\$77	\$42.85
Level C (Long 20-39 minutes)	\$129	\$118	\$82.00
Level D (Prolonged 40-59 mins)	\$169	\$158	\$122.15
Missed appointment charge	\$55	\$55	No rebate
After Hours – Telehealth only	\$120	\$120	Varies *
Nurse Practitioner Level B	\$71	\$60	\$26.40
Dietician Initial consultation	\$75	-	varies
Dietician review consultation	\$60	-	varies
Wound care with dressings	\$30	\$30	-
Wound care without dressings	\$15	\$15	-
Biopsy- Procedure cost	\$139	\$119	\$59.50
Removal of sutures (procedure done elsewhere)		\$30	-
Pregnancy Test	\$20	\$18	-
Insertion of IUD	\$275.05	\$275.05	-
Transfer of Medical Records	\$22	\$22	
Private Flu Vaccine 2025	\$22	\$22	

Security and privacy of information

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the thirteen National Privacy Principles available at <https://www.oaic.gov.au/agencies-and-organisations/guides/app-quick-reference-tool>.

You have the right to access any information we hold concerning you. If you wish to access your file, an appointment with your GP is recommended to help you understand any results or terminology before records are supplied. Notes from your consultation can be provided on request, please ask your doctor.

A family member, friend or carer can be nominated as an authorised person who will be able to access information on your behalf. This can be done by completing the Third Party Consent section of either a New Patient Information Form or an Updated Patient Information Form.

Patient Communications

Our practice uses SMS to send reminders and appointment information. Please ensure you have consented to receiving SMS communications. If not, we will use telephone and snail mail letters to communicate with you. Communication via electronic means such as email carries with it a higher risk of patient health information being compromised. It is our practice policy that we do not transfer patient information via email unless this occurs in an encrypted format.

Individual medical advice cannot be provided via email.

Our phone system allows us to verify your identity over the phone by checking your number with our patient information. Please be sure to let us know if your details change.

New Patients



To make sure we have all your medical details please complete a new patient form when you are coming here for the first time. This can be downloaded from our website, by scanning the QR code or ask reception for a printed copy.

Feedback

Our team is constantly striving to do things better. Your feedback plays a large role in helping us to do this. We always welcome comments and suggestions regarding the care you receive at this practice. Please feel free to talk to our doctors, nurses, practice manager or reception staff directly.

You may prefer to write us a letter or leave a note in our suggestion box located in the waiting room- If you would like a response, be sure to leave contact information.

Our practice is receptive to feedback and will always endeavor to resolve any complaints directly, but where a matter cannot be resolved, you may contact the Health Care complaints commission on 1800 043159 or 02 92197444 or email hccc@hccc.nsw.gov.au for information, advice and possible mediation.

10 tips for safer health care

Working in partnership with healthcare providers can help ensure you get the care that is right for you.

1 Be actively involved in your own health care. Take part in every decision to help prevent things from going wrong and get the best possible care for your needs.

2 Speak up if you have any questions or concerns Ask questions. Expect answers that you can understand. Ask a family member, carer or interpreter to be there with you, if you want.

3 Learn more about your condition or treatments. Collect as much reliable information as you can. Ask your health care professional:

- ✓ What should I look out for?
- ✓ Please tell me more about my condition, test and treatment
- ✓ How will the tests or treatments help me and what is involved?
- ✓ What are the risks and what is likely to happen if I don't have this treatment?

4 Keep a list of all the medicines you are taking Include

- ✓ Prescriptions
- ✓ Over-the-counter and complementary medicines (eg vitamins and herbs)
- ✓ information about drug allergies you may have.

5 Make sure you understand the medicines you are taking.

- ✓ Read the label, including the warnings.
- ✓ Make sure it is what your doctor ordered for you
- ✓ directions for use; possible side effects or interactions, how long you'll need to take it for

6 Get the results of any test or procedure

Call your doctor to find out your results. Ask what they mean for your care.

7 Talk about your options if you need to go in to hospital ask

- ✓ how quickly does this need to happen?
- ✓ is there an option to have the surgery/procedure done as a day patient, or in an alternative hospital?

8 Make sure you understand what will happen if you need surgery or a procedure Ask:

- ✓ what will the surgery or procedure involve and are there any risks?
- ✓ are there other possible treatments?
- ✓ how much will it cost
- ✓ Tell your health care professionals if you have allergies or if you have ever had a bad reaction to anaesthetic or any other drug.

9 Make sure you, your doctor and your surgeon all agree on exactly what will be done.

Confirm which operation will be performed and where, as close as possible to it happening

10 Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home. Make sure you understand your continuing treatment, medicines and follow-up care. Visit your GP as soon as possible after you are discharged.

The DFD Priorities for patient care

Dubbo Family Doctors (DFD) have established the following priorities which we seek to follow in all aspects of our practice operations.

Consistently high-quality care

- Maximising patient health outcomes
- Achieving fast uptake of the latest knowledge about best medical practice
- Ensuring patient safety

Holistic patient centred care

- Addressing the physical health, mental health and social care needs of our patients
- Treating each patient as an individual with unique needs
- Engagement of patients in shared decision making that respects their personal goals

Proactive coordinated care

- Anticipating rather than reacting to need
- Coordination of care with other healthcare providers
- Acting as patient advocates within our complex healthcare system

Prompt access to care for all in our community

- Ensuring that our patients receive the right support at the right time
- We do not discriminate in the provision of excellent care
- Engaging with individual communities to improve health outcomes and reduce inequalities

Health Promoting

- Intervening early to keep patients healthy
- Ensuring timely diagnosis of illness

Quality healthcare for the Dubbo community

At Dubbo Family Doctors, we are here to address your healthcare needs. Whether it is a routine check-up, managing a chronic condition, or seeking guidance on healthy living, we are committed to providing personalised care and support for you and your family.

Call and speak to our friendly team

02 6884 0474



52 Boundary Rd, Dubbo NSW.

Enter via carpark on Jubilee st

www.dubbofamilydoctors.com.au

Fax: 02 68840747



Scan this QR code to advise us of any changes to your personal or health information