

## OUR VISION & MISSION

**High standards of medicine, service and continuity of care to our patients.**

**We will deliver our vision by:**

- Providing same day consultations for genuinely sick or worried patients
- Providing routine appointments with a doctor of choice in less than one week
- Striving for personal excellence in medicine and administrative service delivery.

## DOCTOR INFORMATION & SURGERY HOURS

Our doctors:

**Dr Murray Ludington** MB, BS, FRACGP, MRCGP, DRCOG DA (UK)

**Dr Stephen Helme** MB, ChB, FRACGP

**Dr Fiona Mackintosh** B Med, FRACGP, DRANZCOG, Dip. Paediatrics

**Dr Heather McIntyre** B Sc (Hons), MBBS (Hons), Dip O & G

**Dr Daisuke 'Dice' Ikeda** B Med Sc (Hon I), B Med, FRACGP

**Dr Taleitha Atkins** BSc (Biotech), MBBS, FRACGP,

Cert Emergency Medicine, Cert Reproductive & Sexual Health

The surgery hours are:

**Monday — Friday** 8:30am to 5:00pm

**Saturday** 8:30am to 10:30am

## APPOINTMENTS

You may request to see the doctor of your choice. If your doctor is not available, you will be offered an appointment with one of the other doctors.

A standard appointment time is 15 minutes. A 15 minute appointment is adequate for 1-2 minor issues. Long appointments are required for more complicated problems or time consuming procedures.

If you think you require a longer appointment time, or if other family members need to consult the doctor at the same time, please advise reception when making an appointment. This will assist us in running to time.

## AFTER HOURS COVERAGE

Our Doctors participate in the Southern Highlands GP After Hours Service, a group of local General Practitioners who take turns to provide after hours coverage on week nights and weekends. If you require urgent after hours care, please phone **4861 6433**. On weekends and public holidays, there is a GP After Hours Service located at **21 St Jude Street, Bowral**, opposite Bowral Hospital. The clinic is open 3pm- 5pm on Saturdays. On Sundays and public holidays, the clinic is open 10am-12pm and 3pm-5pm. No appointment is necessary.

## HOME VISITS

House calls will be made in extenuating circumstances if you are a regular patient of the Practice. We ask you to limit your requests for a home visit to when you are too sick to attend the Practice. These visits will be carried out at a convenient time arranged with a Doctor. In the first instance, discuss your request with our Reception team. Please contact the Practice as soon as possible to request a visit. A higher fee will be charged for this service.

## CONSULTATION PAYMENTS

**This Practice does not Bulk Bill.** All accounts are payable directly after your appointment. You will be charged a fee based on the length and complexity of your consultation. These charges are displayed in the waiting room. We accept payments by cash, Eftpos, MasterCard, Visa or debit card. We are able to assist you in claiming the Medicare rebate electronically.

## TELEPHONE CALLS, REQUESTS & ELECTRONIC COMMUNICATION

Telephone calls will not be put through to doctors unless there is an emergency. Telephone calls can inconvenience patients whilst in consultation, disrupt doctor concentration, and contribute to appointments running over time. **An appointment with a doctor is required for all prescriptions and referrals.** **No prescriptions or referrals will be issued without an appointment. We do not communicate with patients via e-mail or fax.**

## DELAYS

We strive to keep appointments running to time and are committed to providing a high level of service and continuity of care to our patients. Sometimes circumstances arise where more time is required, than originally booked to attend fully to a patient's needs. At all times, we will endeavour to make your wait as short as possible.

## BLOOD TESTS, X-RAYS AND OTHER RESULTS

Patients are encouraged to phone the Practice to obtain test results. Our Reception team will inform you of the Doctors instruction in relation to the test. Doctor instructions may include 'normal', 'Doctor happy with the results' or 'review'. If you wish to discuss your results in detail, this requires an appointment with your Doctor. If there is a clinically significant result requiring prompt action or urgent advice, you will receive direct contact from the Doctor to advise action required.

## NATIONAL & STATE REMINDER SYSTEMS & REGISTERS

Registers and reminder systems exist for breast screening, cervical screening, child immunisation and HPV (human papilloma virus). Should you choose not to participate in any of these systems, please discuss this with the doctor at your next consultation. Information may also be available from our brochure stand in the waiting room.

## INTERPRETING SERVICE

A free interpreting service is available for patients who are hearing impaired and use Australian Sign Language (AUSLAN). Contact the National AUSLAN Interpreter Booking and Payment Service (NABS) on 1800 246 945 or [www.nabs.org.au](http://www.nabs.org.au) for further information. For patients who do not have a good understanding of English, your doctor may utilise the free Translating and Interpreting Service (TIS). If patients are vision impaired we can print information brochures in a larger font or have one of our staff read the information to you.

## HEALTH PROMOTION

For reasons of health promotion and disease prevention, our Practice has a range of posters, leaflets and brochures about health issues relevant to the community either on display in the waiting room and/or in the consulting rooms. Please ask reception or your doctor for further information.

Our Practice aims to give patients sufficient information to enable them to make informed decisions about their health.

## PRIVACY & YOUR HEALTH INFORMATION

We acknowledge the importance of privacy in the Doctor-patient relationship. The Practice is committed to protecting the privacy of patient information and to handling your personal information in accordance with the Privacy Act 1988, the Privacy Amendment (*Enhancing Privacy Protection*) Act 2012, the Australian Privacy Principles and relevant State and Territory privacy legislation. These principles describe what we must do when collecting, holding, using and disclosing health information. A copy of our Privacy Policy is displayed in the waiting room and available at Reception.

## PATIENT FEEDBACK

We welcome any suggestions or complaints regarding our quality of service and regularly conduct patient surveys. At all other times please speak confidentially to our Practice Manager, if you wish to provide feedback.

Should you have further concerns or complaints regarding your health care which you feel cannot be addressed at the Practice level you may contact: NSW Health Care Complaints Commission, Locked Bag 18, STRAWBERRY HILLS NSW 2012. T: 1800043159. [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

### Dr Murray Ludington

MB, BS, FRACGP, MRCGP, DRCOG, DA (UK)

### Dr Stephen Helme

MB, ChB, FRACGP

Skin examination & excision, chronic disease management and teaching

### Dr Fiona Mackintosh

B Med, FRACGP, DRANZCOG, Dip. Paediatrics  
Women's health, paediatrics and antenatal care

### Dr Heather McIntyre

B Sc (Hons), MBBS (Hons), Dip. O & G  
Women's health, mental health and travel medicine

### Dr Daisuke 'Dice' Ikeda

B Med Sc (Hon I), B Med, FRACGP  
Preventative, acute & chronic medicine, men's health and palliative care

### Dr Taleitha Atkins

BSc (Biotech), MBBS, FRACGP, Cert Emergency Medicine, Cert Reproductive & Sexual Health  
Paediatric & adolescent health, antenatal shared care and travel medicine

### Moss Vale Family Practice

12 Robertson Road (12 Illawarra Highway)

PO Box 236

MOSS VALE NSW 2577



## Patient Information Sheet

12 Robertson Road  
MOSS VALE NSW 2577

02 4869 2700  
[mvfamilypractice.com.au](http://mvfamilypractice.com.au)