

Fees and Billing Arrangements

Our schedule of fees is displayed at reception

Private Patients

Payment is payable in full at the time of consultation. We are able to process your Medicare rebate on the day.

Pension/HCC holders

All pension and Health Care Card holders will be bulk billed. Please ensure your details are up to date with reception.

Children under 16

We bulk bill all of our children under the age of 16.

Other information

As part of our quality assurance and accreditation we will invite you to participate in a survey requesting your views of the practice. All surveys are confidential and assist us in improving our service delivery. However, please do not wait for a survey to be distributed before you voice your concerns. If at any time you are unhappy with the level of service being provided, please either contact or write to our staff. All communications are treated confidentially.

Alternately you can raise any concerns with the NSW Health Care Complaints Commission on 1800 043 159.

This practice routinely uses a recall system to help you keep track of important health maintenance matters. This provides timely reminders of when follow up consultations are required for such things as immunisations, blood tests or pap smears. The practice submits patient data to various state based screening registers (eg cervical and breast) and national registers (eg. Australian Immunisation Register and bowel screening).

You need to tell us if you do not wish to participate in this system.

Dr Ruwaida Al-Rubai

MB.ChB, CABP, FRACGP, DCH

Dr Bharti Patel

MBBS, FRACGP, Diploma in family medicine

Dr Hema Phirangi

MBBS, Diploma in Child Health, (Dch), FRACGP



5591 8417

90 Albert St, Taree

Practice Information
Brochure

**Surgery Opening
Hours**

Monday-Friday 8.30am to 5.00pm

www.mvmp.com.au

Making Appointments

Appointments can be made by phoning MVMP between:
8.30am – 5.00pm Monday-Friday
Telephone: 02 5591 8417

If there are no vacancies with your usual GP, you will be offered an appointment with one of our other doctors.

If all doctors are fully booked and you have an emergency or sick child, please advise reception so arrangements can be made to deal with the medical issue.

Urgent medical problems will be dealt with promptly by the **first available doctor**.

After Hours Service

Phone **000** or go to **Manning Base Hospital** for all urgent matters.

For after hours care, please phone the Doctor on call on 0426 108 024

PLEASE NOTE: After hours consultations will NOT be bulkbilled

Usual Types of Appointments

Standard – up to approx 15 mins
Long – more than approx 15 mins or multiple issues
Appointments are normally made at 15 minute intervals

Identifying Standard or Long Consultations

If you think you will need more than 15 minutes with the doctor, ask for a double appointment.

If you have a list of issues, please ask for a double appointment

An appointment is for one person.

If other family members require medical attention, please make a separate booking for them.

Home Visits

Home visits can be arranged at the doctor's discretion. Please contact reception for details.

Accreditation

MVMP have undergone the accreditation process with the Australian General Practice Accreditation Ltd (AGPAL)

Prescriptions

All prescription requests do require an appointment with your doctor.

Contacting your Doctor

Doctors will address "EMERGENCY" phone calls only during normal consulting hours. If you wish to discuss a non-urgent medical issue, please make an appointment.

If urgent, please give reception a clear, concise explanation of the nature of the emergency. This information will be passed onto the doctor.

Any non-urgent phone messages will be addressed when time permits, hopefully within 24 hours.

It is the policy of MVMP that phone, fax and email advice is not provided.

Privacy

MVMP and its employees are committed to your privacy and the confidentiality of your medical information in compliance with the Privacy Act.

Pathology

All patients who have pathology or other investigations ordered are asked to make a follow up appointment with their doctor.

