

## **GENERAL INFORMATION**

### **About Us:**

Gawler Surgical Specialists was established with an aim to provide a comprehensive range of specialist surgical services to community of Gawler and adjoining regions. Our goal is to offer quality, reliable and ethical medical specialist services for people of this region as close as possible to their residence.

Our motto is “Cure is not in my hands but CARE is” and we are firmly committed to provide quality care.

Our staff are here to help you get the right care in the right place at the right time. The more information you can provide our staff, the easier it will be for them to help you. All information provided to our staff is confidential.

### **Consultation Locations**

At the current time, we provide services from 2 locations: primary one at Gawler and second at Gumeracha. Please advise staff if you have a preferred choice of service location for your appointment.

Gawler consulting rooms are located at Gawler Surgical Specialists 16 Adelaide Road Gawler South SA 5118.

We also offer a consultation session once a month (on a Tuesday morning) at Gumeracha Hospital for benefit of people living in and around this area. This facility is offered out of a Consultation room near the Emergency Department entrance at Gumeracha Hospital.

There are other options available if either of these don't suit you. These include other locations like Oakden Medical Centre (132-134 Fosters Rd, Hillcrest), Modbury Hospital (Smart Road, Modbury), North East Specialist Centre (738 North East Road, Holden Hill), Mawson Lakes Specialist Clinic (Metro Parade, Mawson Lakes). Please discuss this with staff when you call to make an appointment.

Please note that appointments for Gawler and Gumeracha are coordinated through our office here in Gawler. Appointments for locations other than these are coordinated through a separate office and staff. Staff at either site do not have cross access for appointment times or medical records, therefore, we may have to ask you to contact relevant staff depending on your preference.

### **Appointments**

Appointment can be booked by phoning reception during our working hours. If we have your permission, we do send reminders for the appointment via SMS. We request you to notify us at the earliest if you wish to cancel or reschedule your appointment.

It is important to know that while we aim to schedule the first time within a reasonable time frame and preferably as soon as possible, there can be a delay between the time you contact us for an appointment to the actual appointment time. At times, we do have to triage our referrals based on their symptoms, so that those requiring more acute care are seen earlier. Due to this reason, your turn may not be strictly in order of receipt of your referral. If your health concerns are urgent, please let your GP know and we will try our best to take this into account.

Please note that it is your responsibility to contact us to make an appointment when your doctor refers you for specialist surgical opinion to us.

If we receive a referral and you have not contacted us, we will attempt to contact you by telephone to offer you an appointment. If this is unsuitable or inconvenient to you, please feel free to discuss it with our friendly reception staff and we will strive to accommodate your preferred times. If we cannot contact you (or do not have your contact details), we will write to you inviting you to contact us for this (if we have your address on record).

Occasionally it may be more appropriate, medically, for you to attend the hospital instead of us, and the information you give will help us direct you to the best possible care for your illness or injury.

## **Appointment Time Guide**

As a general guide, new appointments are made for 30 minutes. Review appointments are scheduled to last for 20 minutes while follow up appointments after a procedure are scheduled for 10 minutes.

If you feel you need a longer appointment, or have several issues to discuss, please let staff know when making your appointment, and we can allow appropriate time.

If you are unable to attend your appointment on time or if you are running late, we appreciate if you can let us know. You can contact us on the phone to inform us of the delay. We'll try to, if time permits, accommodate you when you are able to reach us.

In certain situations, either due to appointments further down the queue or other commitment of your doctor, we may have to reschedule your appointment. We will try to accommodate your preferred time to our best ability.

## **Urgent Appointments**

Provision is made for urgent appointments. These are based strictly on medical grounds and, due to clinical nature of the condition, they will always be given priority. If you need urgent assistance, please let the receptionist know or speak to your referring physician (in most cases your GP) so that they can advise us of the medical reasons for your priority.

## Cancelled Appointments

Not everything goes according to plan !

We understand that sometimes you may encounter a situation where you may not be able to keep your appointment. If you face such a situation, please call us and we can reschedule your appointment as best as we can.

If you are not able to keep your appointment, we would appreciate a call to let us know as much in advance as possible. This will help us optimize our time utilization or, even better, we may be able to give your appointment to someone else in the queue.

We reserve the right to apply a fee for non-attendance without notice. This fee is not rebatable & cannot be claimed from Medicare. Therefore, if applied, settling this account will be your responsibility.

## Waiting Times

Despite our best intentions, we sometimes run late!

This is because a patient has needed urgent attention unexpectedly or some un-anticipated complexity was encountered. Please be assured that when it's your turn, we will not rush to catch up & will give your consult the time it deserves.

If the doctor is behind schedule, the receptionist will inform you upon arrival to the clinic or if the doctor is running significantly late the receptionist will attempt contact you prior to your scheduled appointment time to advise you of the delay.

Please feel free to call prior to your appointment to see if your doctor is running on time or behind. This helps prevent long waiting times.

## After Hour

**We are strictly a consulting room service only.** There is no provision on site to handle acute medical care requirements, emergencies or after hour services.

If your situation is life threatening or requires urgent attention, please call 000. You may wish to attend the emergency department of the hospital closest to you.

## Fees & Billing

We aim to keep our services reasonably priced.

There **is an out of pocket expense to you** for the consultation service. Full fees are due and payable at the time of consultation by cash, EFTPOS or credit card. **We do not issue accounts.**

Our online claiming services allow for the Medicare rebate to be credited back to your bank account within 24 hours, often immediately. Please speak to our reception staff when you are with us and we will be able to explain the details.

Concession & pension card holders are eligible for concessional rates. You must present a valid card in your name to reception, for this to apply (we do not accept Senior's Health Care Cards as valid cards for concessional rates).

Please call us for exact fee amounts and out of pocket expense. If you have any difficulty in paying our fees, please discuss this with us prior to consultation.

Workcover and Motor Vehicle Accident accounts are ultimately the patient's responsibility. Please ensure your WorkCover claim is submitted, notify us of your claim number and bring the approved & signed procedure letter back to us at least 5 working days prior to scheduled procedure. For Motor Vehicle Accident claims, please identify and advise us of your Compulsory Third Party insurer as soon as possible – details on how to find your insurer can be found at <http://www.ctp.sa.gov.au/insurers.html>

## **Services offered**

We are strictly a consulting only service at our premises (Gawler & Gumeracha Hospital).

If you are offered a procedure or treatment, please note that this will be performed at a hospital. Procedures are offered at public hospitals (Gawler Health Service & Modbury Public Hospital) or private hospitals (Calvary Central Districts Hospital, North Eastern Community Hospital). Please be aware that all these options may not be available in all situations and depend on theater times available to surgeons whom you are consulting, the nature of procedure required, insurance cover, acuity of the medical condition, etc.

At these hospitals, as a team of general surgeons with different areas of interests, we can provide a wide range of treatment options. The list below is only intended as a guide and may not include a lot of conditions.

- **Elective General Surgery** (*Lap Cholecystectomy, Lap hernia repair, Carpal Tunnel Release, Skin lesions, breast & other lump & bumps*)
- **Diagnostic Scopes** (*Colonoscopy & Upper GI endoscopy*)
- **Colorectal** (*Lap and open; benign & malignant; diverticular disease; polyps*)
- **Pelvic floor** (*Fecal Incontinence, rectal prolapse, haemorrhoids, fissures and fistula, sacral nerve modulation*)
- **General Abdominal** (*Lap & open; inguinal hernia, Complex incisional hernia and component separation surgeries*)
- **Miscellaneous** – *Procedures to treat abscesses, hernia, appendix, node/muscle/artery biopsies, pilonidal sinus, etc*

If you have any questions, please speak to your doctor who will be the best person to advise you. If we cannot offer treatment for your particular condition, we are happy to organize a referral for you to an appropriate specialist. Alternatively, you may wish to speak to your GP to seek a referral.

## **Translating & Interpreting Services**

Not all of us communicate in the same language.

Please let us know when booking your appointment if you require a translator or are hearing impaired and staff can make the appropriate arrangements for a translator.

Although translating and interpreting services are provided through the Australian Government, we may have to incur a cost to arrange for the translation service. If we do incur a cost, this will be passed onto you.

## **Communication & Access**

You may, at times, need to speak to your doctor. Doctors in this practice may be contacted during normal opening hours.

However, as a courtesy to our patients, we try not to interrupt appointments with phone calls. If the doctor is with a patient, a message will be taken, and we will return your call as soon as practicable.

If you wish, you may drop us a line or two detailing your query via email. We will try our best to be in touch with you as soon as practical. However, please note that due to privacy concerns, we will NOT communicate or release results, specific advice or details of any procedures via SMS or email.

While direct contact details for the surgeon are provided to you (if you are having a procedure as an emergency contact number should you need to contact the surgeon), we request you to please use it with discretion.

## **Referrals**

It is a Medicare requirement that we receive a valid signed and dated referral prior to your appointment.

We can offer you an appointment without a referral (it may not be always feasible to have it sent over before scheduling an appointment). However, we do require you to source a referral from your doctor prior to this appointment.

## **Parking**

On-road parallel parking is available on Adelaide Road. Please note that there may be time restrictions to this parking. Off-road parking is available at that rear of the building. It can be accessed via:

- a) Water Lane (this is a one-way road) and access is through Seventh Street (opposite Hyde & Partners Medical Centre)
- b) Side road off Adelaide Road

## Recall & Reminder System

Surveillance saves lives !

We are committed to best possible standard of care and surveillance in accordance with guidelines by national and international bodies. At times we may issue you with a reminder (phone call or letter), offering you preventative or surveillance health services appropriate to your needs. (e.g. repeat scopes, CT or ultrasound scans, blood or stool tests or plain simple consultations).

We strongly recommend you adhere, as closely as feasible, to such recommendations. Please feel free to contact us if you are experiencing any inconvenience in keeping these schedules.

If you would prefer not to be part of our system, please inform your doctor or reception staff.

## Your Rights & Responsibilities

At all times, we endeavor to respect your right and needs.

We encourage you to provide feedback (anonymous if preferred) to help us improve our services & facilities. There is a suggestion box at the front desk to leave your feedback in or you may prefer to post it in to us.

## Complaints policy

We are sorry that you felt the need to access this section in spite of our best intentions and efforts.

Please notify us of your grievance in writing. **ALL COMPLAINTS WILL BE DEALT WITH STRICT PRIVACY.** We request you to provide us with as much detail as possible along with your preferred contact details. Our practice has a complaints policy to handle all complaints. If you wish, please ask the staff for a copy.

We will evaluate the circumstances of the concerns raised as promptly as we can and get in touch with you.

## Management of Your Personal Health Information

We collect and store personal information to help us deliver care to you. Your personal information and medical records are confidential details. It is the policy of this practice to always maintain privacy and security of your personal & health related information and strive to ensure that this information is only available to authorized members of staff.

We will not release any such information to anyone except as directed by you, by your authority or as required under law (including need to report any mandatory reportable circumstances or medical conditions).

Our detailed privacy policy is available on request. Please contact reception staff who will be glad to assist you with your request.

In certain situations, we may wish to take clinical photographs to maintain records. We will not take such photographs without your express permission. All photographs, so taken and collected will be a part of your medical records and treated as such.

We may, at times, use data collected to analyze or report, with an aim to improve our services, medical or general. However, any data collected and used for statistical purposes will be de-identified and no information, which can reveal your identity in any meaningful way, will be used in such a way or published.

You may request details of your personal and/or medical information that we store by contacting us. Depending on the volume of information requested and the time required to organize it, we may pass on (reasonable) cost associated for this to you.

## **Behaviour**

We understand that you may be unwell, stressed, or anxious. However, please understand that our team has a right to practice their profession in a safe and peaceful atmosphere free from any threats.

Towards this goal, our practice has a zero-tolerance policy towards verbal abuse, aggressive behaviour and violence. We will not tolerate any verbal or physical threats made towards members of the staff or doctors.

Police will be called and asked to attend any situation involving abusive or aggressive behavior.

## **Facilities**

### Waiting areas:

We aim to provide you with reasonable waiting area while you wait for your turn. There are limited options of reading materials for your benefit.

Please notify staff immediately if you notice any safety hazard or if something concerns you.

### Toilets:

There are toilets available on site, strictly for use of patrons. Please contact reception for guidance.

Please notify staff immediately if you notice any safety hazards, if the toilets require restock of supplies or if something concerns you. As a courtesy to people who may use the toilet after you, please leave it as clean as you found it.

## Child minding:

Children are a source of joy and full of curiosity! Consequently, they do require undivided attention.

We understand, that at times, you child(ren) may need to accompany you to the clinic for your appointment. There are limited options to entertain a child in the waiting areas. We request you to please supervise your child at all times, while using these.

We do NOT accept any responsibility of any consequences of you or your child using these toys or facilities. As a courtesy to our patrons and others using the area, may we request you to please replace them in their storage once you are done using them.

We do not have any provision for child minding services available on site. It may not be appropriate for children to accompany you into consulting rooms as they may be either a distraction, may hurt themselves inadvertently from equipment in the rooms or due to privacy concerns during periods of discussion or examination.

We DO NOT ALLOW leaving your child of ANY AGE unsupervised in the waiting rooms. Please be mindful of these when planning your visit.

## Smoking

**NO**  We have a strict NO smoking policy in and around the building. It is an offence to smoke within **SMOKING** these premises.

### Document Information:

Version: 2.0  
Date of first approval: 16-Jan-19  
Revision due in: 24 months  
Date of revision: 16-Jan-21