

OUR TEAM

MEDICAL TEAM

Dr Cathryn Archinal
Dr Jenny Asquith
Dr Fiona Conlon
Dr Simone Foley
Dr Kelly McLean
Dr Neil Shepherd

GP REGISTRARS

Dr Bethany Sullivan
Dr Toby Jackson
Dr Vy Huynh

NURSING TEAM

Janice Love - Senior Clinical Nurse
Anne Gearon - Registered Nurse
Suzanne Rudland- Registered Nurse

ALLIED HEALTH TEAM

Belinda Dowton - Exercise Physiologist
Elizabeth Smith - Exercise Physiologist
Leah Spink - Dietitian
Donna Waters - Clinical Psychologist
Karin Sandquist - Psychologist
Liz Cridland - Psychologist

ADMIN TEAM

Rachael Phillips - Practice Manager
Deanna - Receptionist
Amanda - Receptionist
Maree - Receptionist
Nicole - Receptionist

SOUTHERN PATHOLOGY

GERRINGONG PHYSIOTHERAPY

WOLHUTER PODIATRY

PRACTICE FEES

Appointments between 8.00am and 5.45pm will be bulk billed.

Patients who are under 16 years of age, or are on a pension/health care or concession card, will be bulk billed for their appointments.

Shell Cove Family Health privately charges appointments after 6.00pm from Monday to Friday and all day Saturday.

Consultation Fees		
Item	Fee	MBS Rebate
3 – Short consultation	37.00	16.95
23 – Standard consultation	58.00	37.05
36 – Long consultation	92.00	71.70
44 – Prolonged consultation	126.00	105.55

Procedure Fees		
Item	Fee	
Procedure Fee	35.00	
Commercial and Licence Consultation	90.00	
Pre-Employment Consultation	90.00	

Shell Cove Family Health is open:

Monday and Wednesday

8.00am - 9.00pm

Tuesday, Thursday and Friday

8.00am - 6.00pm

Saturday

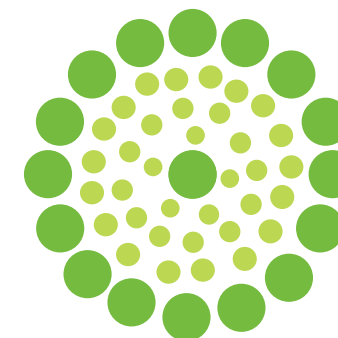
8.00am - 11.30am



Information current as at May 2016.

Information provided in this brochure may be subject to change.

Shell Cove Family Health is owned and operated by Grand Pacific Health. Grand Pacific Health gratefully acknowledges acknowledges the financial and other support from the Australian Government Department of Health.



Shell Cove
FAMILY HEALTH

PRACTICE INFORMATION



2 Shallows Drive, Shell Cove

Call 4220 8800 to make an appointment today or book online at www.scfh.org.au

APPOINTMENTS

Shell Cove Family Health (SCFH) is open Monday to Saturday, with extended hours during the week to help you access the health care you need.

BOOKING AN APPOINTMENT

Bookings can be made by calling reception on (02) 4220 8800 or online via **WWW.SCFH.ORG.AU**.

Standard consultations are up to 15 minutes in duration (approx). If you need to see a GP for a specific consultation (i.e. RTA check or Centrelink) you may need a longer appointment. Please advise reception if you think you may need extra time with your GP.

Each appointment is for one person only. If you have other family members who require medical attention, please make a separate appointment for them. Home visits can be arranged for existing patients at the GPs discretion and through advanced bookings.

NEW PATIENTS

New patients are booked an initial consultation with a nurse to set up a patient file, as well as do a patient history screen. This ensures that the GP has the information required to proceed. To transfer records from another practice, you can request the transfer of clinical information to SCFH. Please see reception for a copy of the request form.

CANCELLATION POLICY

Please advise reception staff with sufficient notice if you are unable to attend your appointment. If for some reason you do not notify our staff, a fee may apply.

IMPORTANT TELEPHONE NUMBERS:

Emergency:	000
Ambulance:	112
Health Direct:	1800 022 222
Poisons Information Centre:	131 126

OUR SERVICES

MEDICAL SERVICES

- Chronic and complex illnesses
- Acute health care
- Preventative health
- Diabetes clinic
- Workers compensation
- Work Cover services
- Skin Checks
- Mental Health

ALLIED HEALTH SERVICES

- Dietetics
- Exercise Physiology
- Clinical psychology
- Physiotherapy
- Podiatry
- Shallows Gym

NURSING SERVICES

- Women's health checks
- Childhood immunisations
- Pap smears
- Antenatal and postnatal care
- Wound care
- Nurse support visits

REMINDER SYSTEMS

- Pap register
- Diabetes register
- Australian Childhood Immunisation Register (ACIR)

AFTER HOURS CARE

Radio Doctor Illawarra

The Radio Doctor Illawarra service is available to residents in the Illawarra who require after hours care. This is a bulk billed service and operates on weeknights, weekends and public holidays.

To access the service call (02) 4228 5522.

PATIENT INFORMATION

MEDICAL RECORDS

You have a say over who can see your record, speak to your GP if you would like to change access. All clinical staff use Best Practice medical record software, this means that if you see different clinicians at SCFH they will have access to the same record. Please notify reception of your GP preferences so this can be noted on your record.

RESULTS / PRESCRIPTIONS

A follow up appointment is required with a GP to receive results of any tests and for any repeat prescriptions. It is the policy of SCFH that phone, email and fax advice will not be given. It is also encouraged that you return to see the GP who initially requested the tests.

TEACHING

SCFH is a teaching practice, providing a learning forum for medical students. You may be invited to see a medical student prior to seeing the GP that you are booked with. Please advise reception of your preferences regarding medical student consultations.

FEEDBACK

As part of our quality assurance and accreditation processes we invite patients to participate in an annual survey to provide feedback about the practice. We also welcome regular feedback. You can contact the Practice Manager to provide feedback about our service.

All feedback and information provided is confidential and will assist us to improve our services.

Alternatively, you can raise any concerns with the Health Care Complaints Commission:

Locked Bag 18
Strawberry Hills NSW 2012
Phone: 1800 043 159