



Conder Medical & Dental Centre

Conder Medical & Dental Centre Information Booklet

Mission Statement

Our Mission is to provide comprehensive family medical health care, in a friendly, relaxed atmosphere.

3/3 Sidney Nolan Street
CONDER ACT 2906

Phone: 02 6294-9366
Fax: 02 6294-9388

Opening Hours
Monday to Wednesday
8:30am to 5.30pm
Thursday - Friday
8:00 to 5.30

If you require urgent medical attention outside of these hours please proceed to the nearest hospital
or call

The National Home Doctor Service on 13 SICK (13 7425)





Conder Medical & Dental Centre

Our Surgery

Conder Surgery was established in January of 2006 to meet the growing needs of the Lanyon Valley area. We pride ourselves on providing comprehensive Family Medical Care, in a relaxed, friendly and professional environment.

Currently we have the following Doctors practising at our surgery:

- Dr Nathem Al – Naser
- Dr Tom Johnston
- Dr Ademola Davies – Hakeem
- Dr Svitlana Subarova
- Dr Gamal Helmy

Our surgery also has a full time practice nurse who is available by appointment from 9am to 5pm.

Dot Whitehead – Practice Nurse

We provide a comprehensive list of medical services including:

- Allergy Testing
- Minor Surgery
- Cervical Smears
- Immunisation (Adult/Child/Travel)
- Health Assessments
- Chronic Disease Management
- Medicals
- Wound Management
- ECG's
- Spirometry
- Workers Compensation Claims
- Skin Cancer Checks
- Application and removal of plaster casts

If any of the above are required please inform our staff in order for us to allocate an appropriate length of time for your appointment.



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ALL new patients will require a long appointment initially to allow the Doctor/Nurse to take a detailed medical history.

It is the policy of this surgery that one health issue per standard consultation be discussed with the Doctor. If you have more than one issue to discuss, please ask the receptionist to book a long consultation for you. Please remember that if you take more than your allocated time with the Doctor it will affect waiting patients.

Please make sure to inform the staff at the time of making your booking if you require a procedure, care plan review, etc to ensure the appropriate time is allocated for your consultation.

Bulk Billing Policy

We only bulk bill those patients who:

- Hold an existing Health Care Card
- Hold an existing Pension Card
- Children UNDER the age of 16 years

Valid Health Care or Pension cards must be produced at the time of consultation. If you are unable to produce valid cards you will be charged the full standard fee for your visit.

Standard Fees

Standard Consult	\$ 70.00
Extended Consult	\$ 100.00
Prolonged Consult	\$130.00
Allergy Testing	\$145.00

Please be aware that payment is required at the time of the consultation.

Please be aware we do not issue accounts.

Payments can be made by credit card, eftpos or cash. We do not accept cheques.

We reserve the right to continuously review our fees and you will be informed at all times of any increases.



Conder Medical & Dental Centre

Workers Compensation Claims

All our Doctors see patients regarding Workers Compensation Claims. Workers Compensation Claims will be billed through to your Insurance Company as long as you can supply a valid claim number and a letter from the Insurance Company accepting liability.

If liability has not been accepted by the Insurance Company you will be required to pay for your consultation at the time of your visit. No accounts will be issued.

Pathology and Test Results

It is the policy of this surgery to not to inform you of any pathology or specific test results over the phone for privacy reasons. We shall inform you if you need to make an appointment to discuss results of any recent test you have had done if the GP request this. Otherwise if you have been actively encouraged to review any tests the GP has asked you to undertake please make a follow up appointment.

Prescriptions

We do not accept requests for prescriptions over the phone or in writing. You are requested to make an appointment with the GP. Medications need to be monitored regularly and your GP is acting in your best interests in following this course of action.

Childhood Immunisations

Please inform our staff if your child requires vaccinations at the time of making your appointment in order to ensure age appropriate vaccines are in stock. Please bring your child's BLUE BOOK to your appointment. Your child will be checked by our GP prior to vaccines being administered by our Practice Nurse. Please allow at least 20 minutes for observation after your child's vaccination and factor this into your visit.

Home Visits

Our GP's do not carry out home visits.



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Medical Certificates

Your Doctor will need to see you in order to issue you a Medical Certificate. Medical Certificates can not be requested over the phone.

Please be aware that Medical Certificates can not be backdated.

Care Plans or GP Management Plans

Care Plans (also referred to as GP Management Plans) are a recognised system of monitoring your existing medical condition. If a GP initiates a plan you will be asked to make regular appointments with him to review your condition. This allows for early intervention should your situation change. You may be referred to specialists and constant review/discussion of these visits is essential in your ongoing care. Care Plan review appointments will be bulk billed.

75 years and Over Health Assessments

Are bulk billed for all individuals 75 years and over. These annual assessments monitor your physical and psychological situation and allow for extra help and or further assessments to be initiated as appropriate on your behalf. These assessments will be carried out either in the surgery or your home by our Practice Nurse prior to the findings being reviewed by your GP. Please allow at least 1 hour for this appointment.

45 – 49 yr old Health Assessments

These are offered once only in this age group and will be bulk billed. This is your opportunity to have a health check that will monitor your current/past and family history in order to assess your likelihood of developing a chronic disease.

Chronic Disease Management

This is usually part of Care Plan and if necessary a separate appointment can be arranged with our Practice Nurse if further education or monitoring is required.

Asthma Clinics



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The surgery runs Asthma Clinics on a regular basis in order to monitor your condition in conjunction with an Asthma GP Plan – we conduct spirometry tests and offer advice on maintaining optimum respiratory health. You will be required to bring your current asthma medication and devices to your appointment. Please inform our staff if you need a clinic appointment and allow sufficient time for appropriate tests with our Practice Nurse.

Cervical Smears

You will need to inform our staff if you require this procedure to ensure that an appropriate amount of time is allocated for your appointment and that room availability is observed. An appointment will be made with your GP, although the actual procedure will be performed by our Practice Nurse.

Specialist Referrals

A GP appointment is required for all specialist referrals. Please be aware that referrals can not be requested over the phone.

Recalls & Reminders

We will occasionally send you a recall or reminder that our medical database automatically store at the GP's initiation. It is our policy to send at least 3 letters or try to contact you by phone to advise you that an appointment with your GP is required. Please ensure that we have up to date contact details at all times.

Calls to our Doctors

It is our policy not to put calls through to the Doctors during surgery hours. Our Practice Nurse or Practice Manager, are both more than happy to take your calls to see if they may be able to help you in the first instance. Should they not be able to assist you they will take all necessary steps to assure your query is assessed by your Doctor.

Your Preferred Doctor



Conder Medical & Dental Centre

Patients are encouraged to request their preferred GP at the time of making their appointment. Whilst we encourage patients to be under the care of one Doctor, they are at all times free to see any of the Doctors currently practising at the surgery.

Allergy Testing

Our Practice Nurse carries out Allergy testing at our surgery. We are able to test for 22 different allergens including, grasses, food and animal hair. Should you prove to have a severe allergy, we are able to offer a desensitisation regime. Please speak to your Doctor or our Practice Nurse for more details regarding this. The Allergy Test itself will take approximately 15 to 20 minutes and your results will be reviewed by your Doctor. Please inform our staff at the time of making your booking that you will require an Allergy Test to ensure the appropriate time is allocated for your test and review.

Skin Cancer Checks

Our Doctors carry out Skin Cancer Checks and can perform the removal of any suspect lesions at our surgery. A long appointment will be required for these procedures and you are therefore requested to make a further appointment after your initial consult for these procedures.

Belly Button Piercing

Dr Al – Naser performs Belly Button Piercing under local anaesthetic.

We can supply you with a belly button bar for a cost of \$115.00, including piercing costs. You are able to provide your own belly button bar, but we do ask that you bring the bar in for sterilising at least 24 hours prior to your appointment. The piercing only cost is \$65.00. Please inform the staff at the time of making your appointment that it is for a Belly Button Piercing to ensure the appropriate length of time is booked for the procedure.

Cancellation Policy



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It is the policy of this practice that patients advise us of their inability to attend an appointment at least 2 hours prior to the scheduled appointment. This enables us to give others on the waiting list the opportunity to take up the cancellation. It is understandable that situations may arise which may make attendance difficult and at all times we are able to accommodate these changes if patients ring us with sufficient notice, failure to do so will result in a \$30.00 non attendance fee.

Walk In Appointments

Walk in requests to see a doctor are taken at this surgery, but walk in patients must be aware that people with pre – booked appointments will take precedence unless it is an emergency. We will endeavour to have all walk in patients seen by a doctor as soon as possible, but walk in patients must be prepared that there maybe a wait.

Emergencies

This surgery operates a triage system. Patients requiring urgent medical attention will take precedence over all patients in the waiting room. Reception staff will endeavour to make all waiting patients aware of the delay to their appointments. We ask for your understanding should this situation arise.

Translating Services

This surgery and its Doctors are registered with TIS National (Translating & Interpreting Service). If you require the services of an interpreter, please inform the staff at the time of making your appointment. There is no charge for this service.

After Hours Care

If you require urgent medical attention outside our normal opening hours, please proceed to the nearest hospital or contact The National Home Doctor Service on 131 SICK (131 7425).



Conder Medical & Dental Centre

Patient Feedback

We value your feedback on our services.

If you have any questions or concerns regarding your health care, our service or the privacy of your health information, please feel free to speak to our Practice Manager – Kim Stratford at any time.

We also have a patient feedback form & complaint form available at reception should you prefer written communication with us.

We are committed at all times to working with you to resolve any issues, concerns or complaints that you may have regarding your health care. If after consulting with us you feel that we have not adequately resolved your concerns/complaints the following agencies are available to you:

Human Rights Commission

12 Moore Street, CANBERRA CITY, 2600

Tel: (02) 6205 2222

TTY: (02) 6205 1666

Email: human.rights@act.gov.au

Website: www.hrc.act.gov.au

OR

Medical Board of the ACT

The Registrar, 11 Torrens Street, BRADDON, ACT, 2612

Tel: (02) 6205 1602

Email: medicalboard@medicalboard.act.gov.au

Website: www.medicalboard.act.gov.au

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