

Practice Information Sheet

St Colluthus Medical Centre
30 Clyde St, Kempsey NSW 2440

Ph: 02 6562 6400
Fax: 02 6562 6500

Email: stcolluthusmedicalcentre@gmail.com
Website: <https://www.stcmc.com.au>

Practice Hours

Monday to Friday	9am-5:30pm
Saturday	Closed
Sunday	Closed
Public holidays	As gazetted

Medical Professionals

Dr Marc Kamel: General Practitioner
Qualifications: MBChB FRACGP

Dr Paul Wood: General Practitioner.
Qualifications: B Med Grad FRACGP FASLM

Dr Shannon Marsh General Practitioner
Qualifications: MBBS, FRACGP, BPharm

Dr Gleb Gorbatko: General Practitioner
Qualifications: MBBS

Dr Naomi Rae: General Practitioner
Qualifications: MBBS

Management Staff

Mrs Nermin Kamel: Practice Manager

Mrs Lisa Hanrahan: Practice Co-ordinator

Receptionist Staff

Katie Kennedy: Medical Receptionist

Mia Flew: Medical Receptionist

Emily Millar: Medical Receptionist

Appointments

Any person can either telephone for an appointment or walk into the clinic during opening hours and book an appointment with the next available doctor.

To book an appointment please ring (02) 6562 6400 or drop by the Centre. Alternatively, book online via our website. If you require an appointment longer than 15 minutes, please arrange this with our receptionist.

Every effort will be made to accommodate your preferred time.

Emergencies will always be given priority at our service.

If there is an unforeseen delay or your GP has been called away, our reception staff will attempt to contact you.

You are welcome to call us to see if your GP is running on time, to reduce waiting time.

If you or a family member requires an interpreter service please let us know when you make the appointment so we can organise this for you.

To cancel a booked appointment please ring (02) 6562 6400.

This is a no smoking facility

Care Outside Normal Opening Hours Arrangements

If you need medical attention outside our practice operating hours please contact Kempsey Hospital on 02 6561 2600, After hours GP Helpline on 1800 022 222 or Dr Kamel on 0434 943 745.

If you require urgent medical attention (emergency), please call an ambulance on 000

Telephone Access

If you wish to talk to your doctor, nurse or health worker, please do not hesitate to contact us between 9am and 5:30pm Monday to Friday on (02) 6562 6400. If the people you wish to speak to are not available, please leave a message with the reception staff and they will contact you as soon as possible. If your call is urgent, please be sure to tell the person taking your message.

Fees and billing arrangements

St Colluthus Medical Centre is a mixed billing practice. Bulk-billing is available to patients who are 18 years and under; DVA Gold Card holders; or Pension or Concession Card holders.

If you do not fall into one of the above categories, the following fees will apply:

Standard Consult: \$ 77.85	-	Medicare rebate \$ 42.85
Long Consult: \$117.90	-	Medicare rebate \$ 82.90
Extended Consult: \$157.15	-	Medicare rebate \$122.15

- **Missed Appointment \$35:** Two (2) appointments have not been attended without giving 24 hours notice prior to cancelling or non-attendance. This fee will apply before seeing your doctor the next time you book with us (at the 3rd appointment).
- **Missed Appointment New Patient \$35:** One (1) appointment has not been attended without giving 24 hours notice prior to cancelling or non-attendance. This fee will apply when you next book to see a doctor at our practice.

Receiving the results of any test or procedure

If you have had a test done, please be sure to contact the clinic 3 to 5 working days following the test for the results, or as advised by your doctor. St Colluthus Medical Centre has a recall system setup to recall patients for urgent abnormal result.

Recall and Reminder System

Our practice is committed to preventive and holistic health care and follows best practice guidelines. St Colluthus Medical Centre works in cooperation with National and State based recall and reminder registers. We may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not want to be part of this reminder system please tell the receptionist or your doctor.

Management of your Personal Health Information and Your Rights

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (eg staff training). Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in our Privacy Policy, our practice will not share personal information with any third party without your consent. For a full copy of our Privacy Policy please visit our website link

<https://www.stcmc.com.au/about-st-colluthus-medical-centre-kempsey-nsw/privacy-policy>

or ask for a copy at Reception.

Complaints Feedback and Suggestions

We welcome any feedback that will help us to improve our service. We take your concerns, suggestions and complaints seriously. Please see our practice manager if you have any complaints or feedback; or complete our feedback form available at Reception and place it in the Suggestion Box in our waiting room. A complaints form is also available if you would like to place your complaint in writing, and your matter will be addressed by our management team or alternatively, complaints can be referred to Health Care Complaints Commission on 1800 043 159.