

Practice Information

Welcome to Octa Medical. This sheet explains how our practice works and how to get the care you need.

PRACTICE HOURS

Monday	8:00am - 6:00pm
Tuesday to Friday	7:00am - 6:00pm
Saturday	8:00am - 3:00pm
Sunday & public holidays	Closed

CONTACT US

Phone	(02) 4722 6889
Fax	(02) 4722 3996
Email	reception@octamedical.com.au
Online	www.octamedical.com.au

URGENT AND AFTER-HOURS CARE

Life-threatening emergency	Call 000 and ask for an ambulance.
Urgent, but not life-threatening	Penrith Medicare Urgent Care Clinic - ground floor of this building. Walk in, bulk billed, 8:00am - 10:00pm every day of the year.
Hospital emergency department	Nepean Hospital, Derby Street, Kingswood.
Health advice at any hour	healthdirect on 1800 022 222 - free, 24 hours, 7 days.

OUR TEAM

Practice / Operations Manager

Lee Carmody

Doctors

Dr Mark Graydon	Dr Teilah Huth
Dr Amy Brunet	Dr Victoria Chang *
Dr Shamaela Ullah	Dr Oliver Tseu-Tjoa *
Dr Bhavesh Nakarja	Dr Brittany Inglis *
Dr Justine Binny	Dr Alexandra Davis *

* Registrar

Nurses

Karen Palma - Registered Nurse
Debbie Parkinson - Registered Nurse

Practice staff

Natalie · Melinda

OUR SERVICES

- Health assessments and care planning
- Management of chronic conditions
- Family medicine, women's, men's and children's health
- ECG heart checks and skin checks and procedures
- Vaccination and immunisation programs, travel health
- Counselling, weight management, sports medicine
- Occupational health and medical certificates

APPOINTMENTS

Speak to one of our receptionists in person, phone (02) 4722 6889, or book online at www.octamedical.com.au. Emergencies are always given priority.

Standard appointments

Most consultations are booked in 15-minute appointments.

Longer consultations

If you have several problems, a complex issue or need a care plan, ask reception for a longer appointment when you book.

Walk-in appointments

Walk-ins are given the first available consultation, so there may be a wait.

Telehealth appointments

Phone and video consultations are available for eligible patients. Ask reception when you book.

Home visits

Home visits may be available for regular patients of the practice. Please speak with your doctor.

BILLING

Octa Medical is a mixed billing practice.

- Bulk billing is available for eligible concession card holders (pension, healthcare and DVA) and for patients under 16 years of age.
- All other patients are charged the standard fee and claim a Medicare rebate.
- Patients without a Medicare card pay the full private fee.

Fees are payable on the day. Our full schedule of fees is on the next page and is displayed at reception.

SCHEDULE OF FEES

The fees below apply to patients with a valid Medicare card. The rebate is the amount Medicare pays back to you; the out-of-pocket amount is what the visit actually costs you. Patients without a Medicare card pay the full fee and receive no rebate.

SERVICE	ITEM NO.	FEE	MEDICARE REBATE	YOUR OUT-OF-POCKET
Short consultation	3	\$45.00	\$20.05	\$24.95
Standard consultation	23	\$85.00	\$38.75	\$41.10
Long consultation	36	\$145.00	\$84.90	\$60.10
Prolonged consultation	44	\$200.00	\$125.10	\$74.90
ECG	11707	\$45.00	\$19.00	\$26.00
Iron infusion	36	\$160.00	\$73.95	\$86.05
Iron infusion	44	\$160.00	\$108.85	\$51.15
Antenatal visit	16500	\$87.00	\$40.25	\$46.75

Fees are payable on the day of your appointment and are subject to change. If a service we recommend will cost you money, we will tell you before it goes ahead. Please ask reception if you are unsure what your visit will cost.

TEST RESULTS AND FOLLOW-UP

Our practice has a system for following up test results. If a result needs action, we will contact you by telephone or SMS to arrange an appointment.

Results are not given out over the telephone by reception. To discuss any result, please book an appointment with your doctor.

REMINDERS AND RECALLS

We use a reminder system to help you stay on top of your health - for example vaccinations, cervical screening, skin checks and chronic disease reviews. Reminders are sent by SMS, telephone, email or post.

Our practice also takes part in national reminder registers. Tell reception at any time if you would prefer not to receive reminders.

YOUR RIGHTS

You have the right - and we encourage you - to take part in decisions about your own healthcare. Your doctor will explain your options, including the likely benefits, risks and costs, so that you can give informed consent.

You are welcome to bring a support person, ask for a second opinion, or ask for a practitioner of a particular gender.

FEEDBACK AND COMPLAINTS

Please talk to your doctor, reception or any staff member if you are unhappy with something or have a suggestion that would improve our service. Feedback forms are available at reception.

You may prefer to contact the Practice Manager directly - ask reception for a patient service review request form. We aim to acknowledge written feedback within five business days.

If you would rather raise your concern outside the practice, you can contact the NSW Health Care Complaints Commission on 1800 043 159 or at www.hccc.nsw.gov.au.

COMMUNICATION POLICY

This policy explains how our practice receives and responds to telephone calls and electronic messages, and how we protect your information when we communicate with you.

Telephone calls

Our reception team answers calls during opening hours. Before placing you on hold, our staff will ask whether your call is an emergency. Urgent calls are put through to a doctor or nurse straight away.

Confirming who you are

Before we discuss any health information over the telephone, we confirm your identity using at least three approved identifiers - usually your full name, date of birth and address. We cannot use your Medicare number for this. If we cannot confirm your identity, we will ask you to come in instead.

Speaking with your doctor

Our doctors are usually with patients and are not able to take calls during a consultation. Reception will take your details and pass a message to your doctor, and will only interrupt a consultation if the matter is urgent.

Non-urgent calls are returned by the end of the next business day. If your matter needs a clinical discussion, we will offer you an appointment - including by telephone or video where that is suitable.

Telehealth

Telephone and video consultations are available by arrangement. If a video call drops out, your doctor will call you back on the number you have given us, so please keep your contact details up to date.

Talking to your family or carer

We will only discuss your care with a family member, carer or anyone else if you have given us your consent - except in an emergency, or where the law requires or permits it. You can tell reception at any time who we may speak with.

Keeping your details current

Please tell us whenever your phone number, address or email changes. Out-of-date details are the most common reason a result or a reminder does not reach a patient.

Email, SMS and other electronic messages

You can contact the practice at reception@octamedical.com.au. Email and SMS are useful for administrative matters such as appointments, forms and general enquiries.

- We answer electronic messages within two business days.
- Never use email or SMS for an emergency or an urgent problem - telephone the practice, or call 000.
- Email is not a secure form of communication and can be intercepted, delayed or sent to the wrong person.
- We will only send your health information electronically with your consent, and we check the recipient's details before we send anything.
- We use secure messaging to exchange clinical information with other health services.

Help with communication

These services are free to you and we are happy to arrange them - please tell reception when you book so we can allow enough time.

- Interpreters, including AUSLAN, through TIS National on 131 450.
- The National Relay Service for patients who are deaf or have a hearing or speech impairment - 133 677, or www.accesshub.gov.au.
- Longer appointments, written information, and family or carer involvement where you want it.

Marketing

We never use your contact details to send you advertising or promotional material, and we do not give them to anyone who would.

If we have to close unexpectedly

If severe weather, a power failure or a public health event forces us to close or change our hours, we will contact patients with booked appointments by SMS and update our website and telephone message as soon as we can.

What we record

Every message you send us and every response we give is recorded in your health record, so your care team has the full picture.

PRIVACY POLICY

Octa Medical is committed to protecting your privacy. We handle your personal and health information in line with the Privacy Act 1988, the Australian Privacy Principles and the NSW Health Records and Information Privacy Act 2002.

What we collect

Your name, date of birth, gender, contact details, Medicare, DVA and concession card numbers, next of kin and emergency contacts, your medical and family history, medicines, allergies, test results, referrals and correspondence from other providers, and your billing details.

How we collect it

Usually directly from you - on your registration form, in your consultation, or over the phone. We may also collect information from other health providers involved in your care, from My Health Record, or from a parent, carer or guardian where that is appropriate.

How we use it

- To provide and coordinate your healthcare.
- To send you reminders, recalls and results.
- For billing, and for Medicare, DVA and health fund claims.
- For accreditation, quality improvement and staff training, using de-identified information wherever possible.
- To meet our legal and reporting obligations.

Who we may share it with

Only where it is necessary for your care or required by law. This may include other practitioners in this practice, specialists and allied health providers we refer you to, pathology and imaging services, hospitals, My Health Record where you have consented, Medicare, the DVA and your health fund, and our clinical software and IT providers, who are bound by confidentiality agreements.

Sending information overseas

We do not routinely disclose your health information to anyone outside Australia. If that ever changes, we will tell you and seek your consent first.

How we keep it safe

Your record is held electronically and is protected by individual staff logins, access controls, encryption, firewalls and regular backups. Every member of our team signs a confidentiality agreement, and only authorised staff can open your record, our prescription pads and other official documents.

Seeing and correcting your record

You have the right to see the information we hold about you and to ask us to correct anything that is wrong. Please make your request in writing or by email, and we will respond within 30 days.

If you move to another practice we will send a health summary at no charge. A copy of your full record incurs a fee of \$50.00.

Dealing with us anonymously

You may deal with us anonymously or under a pseudonym, unless that is impractical or the law requires us to identify you. Please speak with reception if you would like to do this.

Privacy concerns and complaints

If you are worried about how we have handled your information, please speak with our Practice Manager first - most concerns are resolved quickly. We will acknowledge your complaint within five business days and aim to resolve it within 30 days.

If you are not satisfied, you can contact the Office of the Australian Information Commissioner on 1300 363 992 or at www.oaic.gov.au.

How long we keep your record

We keep adult records for at least seven years from your last visit. Records for patients seen as children are kept until they turn 25.

If something goes wrong

If your information is ever lost or accessed without authorisation, and that is likely to cause you serious harm, we will notify you and the Office of the Australian Information Commissioner, as required by the Notifiable Data Breaches scheme.