



Paramount Health
568 Lower North East Road
Campbelltown 5074
www.paramounths.com.au

Telephone: (08) 7077 3056
Fax: (08) 7077 3044

Welcome to Paramount health
Your health is our priority

This clinic is committed to providing comprehensive general practice care to all individuals and families in this community. All patient consultations and medical records are strictly confidential, and we have a policy to protect patient privacy in compliance with the privacy legislation.

Our doctors:

Dr Geeta Trehan(FRACGP,MBBS,FACRRM,DNB,MS)

Dr Vijaya Thayagarj (MBBS)

Practice Nurse: Paula, Bianca, and Anne-Marie
Reception Staff: Lina, Serena and Morgan
Administrative Staff: Bregitta Spurling

The Doctors are vocationally registered with the Royal Australian Collage of General Practitioners and are committed to ongoing medical education. Doctors of this practice encourage patients to participate in the vital decisions about their health and health care. As the practice is committed to training and education of young doctors sometimes a medical student maybe sitting in or consulting with your doctor. You will be informed if this is the case and will only happen if you consent to the same.

USUAL HOURS

Appointments – Reception opens at 9.00 am

Doctor	MON	TUES	WED	THURS	FRI	SAT
Dr Geeta Trehan	9am – 5.30pm	9am – 5.30pm	9am – 5.30pm	9am – 5.30pm	9am – 5.30pm	9am – 12.30pm (2in 4 Saturdays
Dr Vijaya Thayagaraj	9.00 am- 5.00 pm	9.00am- 5.00pm	9.00am- 5.00pm	9.00am- 5.00pm	9am- 5.00pm	2 in 4 Saturdays

Public holidays may affect availability. The availability may vary from week to week depending on other commitments. Please refer to Hot Docs for appointment availability.



ACCIDENT & EMERGENCIES – WE ALWAYS MAKE TIME AVAILABLE FOR URGENT PROBLEMS AND HAVE SOME APPOINTMENTS RESERVED DAILY FOR THIS PURPOSE – PLEASE PHONE THE SURGERY IF YOU NEED AN URGENT APPOINTMENT AND YOU WILL BE ADVISED OF THE APPROPRIATE ACTION

Please contact our staff if you have any questions about the practice.

IF YOU HAVE RECEIVED A NEW MEDICARE CARD OR ANY OF YOUR DETAILS HAVE CHANGED – PLEASE NOTIFY RECEPTION TO UPDATE OF YOUR HEALTH RECORDS & CONTACT DETAILS.

APPOINTMENTS -This surgery has an appointment system, normally 15 minutes, however we do offer longer appointments depending on the complexity of the issues or procedures, health assessments etc. **If you require a longer consultation time, please notify reception when making the appointment. The reception staff will usually ask you what you need the appointment for when you call, and this is only to ensure that the time allotted for your appointment is appropriate. You may say it is for a private issue if you do not wish to disclose the nature of the appointment.** Every effort will be made to accommodate your preferred time, however at times the doctors may be running late due to emergencies or the unforeseen. The reception staff will try to contact you if there is an excessive delay, but it may be useful to ring shortly before the appointment to check. We do have a reminder system in place for your health assessments and important preventive activities. This is usually sent via a SMS to your preferred phone. Please let the reception staff know if you do not wish to receive reminders.

Appointments can be booked online via a link on our website or hot docs at all hours or by calling the surgery during the operating hours.

HOME VISITS - Please ring the surgery as early as possible if you feel a home visit is needed – it helps us plan the day. Please understand that the doctors usually have appointment booked during the day, so we will have to forward your request to the doctor/nurse, and they will assess the urgency and take necessary action.

FEES – A full Schedule of fees is on display at Reception, and a copy will be made available to you if you wish. Children under the age of 16, pension card holders and health care card holders are bulk billed at all times. Other patients maybe charged a gap which will not be rebate able by Medicare. Gap fees for



procedures/ dressings may apply depending on the of the type of service and may vary according to the complexity. You will be informed up front if you will be required to pay a gap. Payment at the time of consultation is preferred, with cash, eftpos, visa, mastercard or cheque. The total fee will be required to be paid at the time of consultation however If you supply us with your BSB and bank account number the Medicare Rebate will be refunded you directly to your account within the same day (If you are referred to a specialist, they will have their own 'gap' fees. We suggest you ring the specialist's rooms for accurate details on these fees.)

We understand that due to the current pandemic you may be facing financial hardship. If you are unable to pay a gap for any reason, please inform our staff and every effort will be made to accommodate your request. Follow up appointments are normally bulk billed.

Certain consults may not attract a medicare rebate and may need to be billed privately. You will be informed of the charges at the time of scheduling the appointment or when you attend if the appointment has been made online.

Fee Structure from 1/11/2023

		PRACTICE FEE	MEDICARE REBATE	GAP WHEN PAID ON THE DAY
MONDAY TO FRIDAY	BRIEF 3	\$63.95	\$18.95	\$45.00
	STANDARD 23	\$86.40	\$41.40	\$45.00
	EXTENDED 36	\$125.10	\$80.10	\$45.00
	PROLONGED 44	\$163.00	\$118.00	\$45.00
SATURDAY AM	BRIEF 3	\$68.95	\$18.95	\$50.00
	STANDARD 23	\$91.40	\$41.40	\$50.00
	EXTENDED 36	\$130.10	\$80.10	\$50.00
	PROLONGED 44	\$168.00	\$118.00	\$50.00
TELEPHONE CONSULTATION	SHORT	\$58.95	\$18.95	\$40.00
	STANDARD	\$81.40	\$41.40	\$40.00

PENSION AND HEALTH CARE CARD HOLDERS BULK BILLED

VETERAN AFFAIRS BULK BILLED

CHILDREN 15 YEARS AND UNDER BULK BILLED

SCRIPTS – Repeat prescriptions from your own doctor and/or medications recommended by your specialist WILL NOT normally be provided without consultation either with your own doctor or another within the practice. It is neither safe medical practice nor legally advisable. Prescriptions must be recorded in your records by a doctor. As most prescriptions run for 6 months this also gives the doctors an opportunity to check up on your health.

REFERRALS – Repeat referrals cannot be provided without a brief consultation. If you need to see a specialist regarding a new problem, please



make a normal appointment – this ensures that all referrals contain information required for the specialist to triage the appointment and that current medical information is accurate. The practice can inform the specialist by faxing referrals at the time of the consult and will receive specialist notes via electronic downloads in accordance with security and confidential standards.

TELEPHONE ACCESS – If you wish to talk to a doctor regarding an urgent matter the Doctors will take telephone calls during normal office hours if they are not with a patient, otherwise a message will be taken and given to the Doctor who will call you back at a convenient time.

Your call will always be put through to a doctor or nurse in an emergency or if you consider the matter to be urgent.

TEST RESULTS – All test results are reviewed by your doctor. In order to ensure complete care, patients are asked to make an appointment to discuss results. Our policy is to always ensure confidentiality, therefore if the surgery telephones you and you are not at home, confidential information or anything to identify your attendance at the surgery will not be left on an answering machine or mobile phone. On first enrolling in our surgery, you will be provided with a confidentiality agreement, and you can indicate how you would prefer to be informed regarding urgent results. Ultimately, **it is the patient's responsibility** to contact the surgery for any pending results.

24 HOUR CARE – FOR AFTER HOURS – We offer services to look after your needs at all hours. Outside our usual consulting hours, if you need a home visit, the surgery uses an after-hours deputising service. Please call the usual 7077 3056 number or ring the locum service direct on 13 41 00 (Hello Home Doctor Service). In case of emergency, it is important to dial 000 to avoid wasting precious time.

INTERPRETER SERVICE – The medical practice provides for the communication needs of patients who are not proficient in the primary language of our clinical team and/or who have any communication impairment. Practice use interpreter services provided by Translating and Interpreter Service (TIS National 13 14 50)

MEDICAL RECORDS - If you would like a copy of your medical records sent from a previous doctor or transferred to a different surgery please ask for an authority form to sign and we will arrange the transfer. All records are treated with the strictest confidentiality. Medical summary will be forwarded free of charge.

A nominal administrative fee may be required to cover our administrative costs for transfer of records. This is usually about \$30.



PREVENTATIVE HEALTH CARE - Please make an appointment with your doctor for any of the following or ask you doctor for any information regarding:-

- Vaccinations (travel, tetanus, polio, hepatitis etc),
- Influenza, Pneumovax or Childhood immunisations
- Aged Care Health Assessments, care plans or reviews
- Fasting cholesterol Test, Diabetes testing
- Cervical Screening, breast examination
- Skin cancer check
- Bowel Screening checks
- Prostate and testicular checks
- Blood pressure checks
- Asthma 3+ Plan

Our practice is committed to preventative health care. We send you a reminder notice (Letter/SMS) from time to time offering preventative health services appropriate to your care. If you do not wish to be part of this system please let us know.

OTHER SERVICES OFFERED AND TIMINGS :

Service	Type	Monday	Tuesday	Wednesd ay	Thursday	Friday	Saturday
Clinpath	Laboratory	9.00 am- 12.30pm	9.00am- 12.30pm	9.00am- 12.30pm	9.00am- 12.30pm	9.00a m- 12.30p m	
Mr. Ali Alraddy	Podiatry				1.30 pm- 5.00pm		
Mrs Bicky Abraham	Physiotherapy		9.00am- 12.40pm		2.00pm - 5.00pm		
Mrs Jessica Northcott	Exercise physiology				9.30 am- 2.00 pm		
Mrs Ruta Phatak	Dietician			10.00am- 2.00 pm Once monthly			
Ms Hiral Patel	Podiatrist			9.00am- 12.30pm		9.00a	
Amplifom	Audiologist		9.00am- 5.00pm				

Closed on Public Holidays



YOUR PRIVACY - The Federal Privacy Act incorporates 10 National Principles (the NPPs) that set out the Rules for handling of personal information in the private sector. Our Privacy Policy complies with the NPPs.

SUGGESTIONS – We aim to provide a high level of expert and friendly service to our patients. We are constantly trying to improve our services and your opinion is valuable for us to this end. If you have any suggestions, good or bad, about the service, or if you are unhappy with any aspect of it, please speak to the staff or discuss it with your doctor. You may prefer to write to us, email our administrator or use our suggestion box. We would like to know if you are unhappy with any aspect of our service and every attempt will be taken to resolve any issue you have.

If, however, there is a problem you wish to take up outside the surgery, this may be raised with the Health Commission, PO Box 65, Rundle Mall, Adelaide SA 5000 or Telephone 8226 6010.