

Phone 02 6953 4447 8.30am – 5.00pm Monday to Thursday**APPOINTMENTS**

Leeton Medical Practice operates an appointment and walk in system. A standard appointment is usually adequate to deal with most health issues. If you are making an appointment for an insurance or employment medical, procedure or complex/ multiple medical problems, please book a longer appointment.

- ✚ Please ensure a separate appointment is made for each family member
- ✚ Appointments are made at 10–15-minute intervals, so you can normally expect to spend that long with your doctor.
- ✚ Appointment slots are held aside each day for same day urgent review, walk-ins, or sick children

WAITING TIMES

No one likes to be kept waiting. Our staff respect this and try to adhere to appointment times. The unpredictable nature of a medical practice means that consultations sometimes last longer than anticipated. We sincerely regret any inconvenience caused to patients when we are behind schedule. Our reception team will attempt to contact you if there are any unforeseen events that may affect your appointment time.

CONSULTATION FEES

We are a private billing practice and therefore you will need to pay for your consultation on the day you attend our practice. Fees are displayed at reception. Department of Veterans Affairs card holders are bulk billed.

MINOR PROCEDURES & WOUND MANAGEMENT

Where the doctor performs minor procedures or post procedure follow up you may incur a gap and a consumable fee to assist with the cost of surgical consumables such as wound dressings, suture materials and local anaesthetic.

HOME VISITS & AFTER HOURS

Home or other visit appointments are made with the receptionist at the discretion of the doctor. Should you require any medical attention outside our normal consultation hours and on weekends please call the hospital: 026953 1111

EMERGENCIES

Please dial 000 or attend the nearest hospital in an emergency. The nearest hospital is Leeton District Hospital corner of Wade Avenue and Palm Avenue, Leeton. Ph: 026953 1111

WALK INS

Walk in patients are triaged as appropriate. Non-urgent walk-in patients are accepted if there is an available appointment or scheduled to when there is an appointment available.

PRESCRIPTION, REFERRALS AND FORMS

In order to monitor your health and fulfill our ethical and legal responsibilities, you need an appointment to receive further prescriptions for your medications/specialist referrals. Any forms that need to be filled in require an appointment.

SICKNESS CERTIFICATE

A certificate may only be issued after examination by a doctor, so please make an appointment for this.

NO SHOW POLICY

If you are unable to attend your appointment, please let us know as soon as possible so a consultation can be offered to someone in need.

COMMUNICATION POLICY

There are multiple ways in which this practice communicates with patients and third parties – face to face, telephone, or email are the most common.

- ✚ Telephone – Patients can contact the practice between 8:30am and 5:00pm Monday to Thursday. Our reception staff may use a triage system to assess the urgency of the patients' needs and concerns. Our reception staff will also perform a three-point identifier check to ensure the correct patient file is matched to the patient on the phone. Most issues are best dealt with in consultation with your doctor. Please inform our reception staff if your call is urgent. Your call will be transferred to our Nursing staff for triaging, and your doctor will be notified.
- ✚ Email – email is not a secure form of communication and is not encouraged for this reason. If you do choose to contact the surgery via email, this is considered as patient consent for our staff to reply via email. Any documentation attached to an email will be password protected to ensure privacy. Our staff endeavour to respond to email messages within 24 hours.

TELEPHONE INTERPRETER AND NATIONAL RELAY SERVICE

If you or a family member requires an interpreter, please advise our reception staff when making the appointment. We use Telephone Interpreter Service (TIS) 1300 131 450 for patients from non-English speaking backgrounds. We also use National Relay Service for patients with a hearing impairment.

INVESTIGATION/TEST RESULTS

All results are viewed by the treating doctor. We will contact you if you need to see the doctor about your test results. We ask that patients follow up results with a GP appointment when required.

RECALLS AND REMINDERS

We telephone patients to let them know when they need to attend for a re-occurring test or a follow up appointment. These reminders may be for a care plan/review, immunisation, cervical screening or for a follow up for a medical condition. You may also opt in to be part of the National Cervical Screening Test or Bowel Screen Registers.

PRIVACY STATEMENT

Leeton Medical Practice is committed to the confidential management of your personal health information in accordance with the **Australian Privacy Principles**. We collect, use, and store your information primarily to provide you with high-quality healthcare and for practice activities such as billing, accreditation, and disease management. Your information is only disclosed to other parties (such as specialists or pathology) with your informed consent or where required by law. You have the right to access your health record and to raise any concerns about the management of your information via our formal complaints process. The practice's full Privacy Policy is available upon request at reception or on our website.

ARTIFICIAL INTELLIGENCE AND DRAFT PATIENT NOTES

Leeton Medical Practice is continually seeking ways to enhance patient care and streamline our services. To help our doctors focus entirely on you during consultations, we have introduced a clinical support tool that uses **Artificial Intelligence (AI) to draft patient notes**. This secure technology, known as “Best Practice Lyrebird”, safely and confidentially transcribes the conversation and creates a draft summary of the consultation. This allows your GP to maintain better eye contact and be more present, rather than typing throughout the appointment. Please be assured that **your privacy remains our highest priority**. This tool operates under strict data security protocols, and your doctor **always reviews and finalises** the note, remaining ultimately responsible for the accuracy of your clinical record.

If your doctor uses this tool, they will seek your verbal consent at the start of your consultation, and you have the right to decline its use at any time. We are confident this technology will contribute to more efficient appointments and even better patient communication.

VACCINES

- ✚ Patients are encouraged to take advantage of free vaccines made available by the Federal and State Governments. Please ask our nursing staff or your doctor for further details.
- ✚ For those planning travel overseas, we require you to visit your GP.

PATIENT FEEDBACK AND COMPLAINTS

We may invite patients to complete questionnaires from time to time in relation to our practice and services, and how you think we can improve. These surveys are confidential and assist us to continually improve our practice. However, if you have any concerns or suggestions please feel free to contact our practice manager on manager@leetonmp.com. The Healthcare Complaints Commission can be contacted via <https://www.hccc.nsw.gov.au/> or call 1800 043 159

MANAGEMENT OF YOUR FILES

For information on how we collect, use, hold and share your personal information please ask reception for a copy of our *Health Information Collection patient consent* and *Privacy Policy patient information*.

ACCESS AND PARKING

Free Parking for our patients is available at the back of our Practice. There is wheelchair access at the back door with a ramp.

