

Your Rights

- To have access to adequate and timely health care.
- Receive safe and high quality care.
- Be shown respect, dignity and consideration.
- Be informed about services, treatment, options and costs in a clear and open way.
- Be included in decisions and choices about your health care.
- Privacy and confidentiality of provided information unless the law requires access granted to another authority.
- Comment on your care and have your concerns addressed.
- To have your ethnic, cultural and religious beliefs and practices respected.
- To consent to or refuse treatment at any stage, provided you have the mental capacity to do so, and to receive a full explanation of the consequences.

Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of this clinic to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the Australian Privacy Principles available at www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles

For further information on how we manage patient rights, communication and privacy in our service please refer to the Patient Information section of our website www.gpinc.org.au

Contact Us

Lower Level 21 Hutchinson Road Gawler SA 5118
PO Box 656 Gawler SA 5118
Phone: (08) 8521 2043
Fax: (08) 8521 2041
E-mail: admin@gpinc.org.au
www.gpinc.org.au

This pamphlet contains information on our service - If you require translation of this form or for translation assistance in accessing our service please contact TIS on 131 450 if you are registered with Medicare, If you are not registered contact ITC on 1800 280 203. Please indicate to reception if you need assistance accessing translation services.



Gawler GP Inc

21 Hutchinson Road Gawler 5118

PO Box 656 Gawler SA 5118

Phone: (08) 8521 2043

Website: www.gpinc.org.au

24 Hour Professional Health Care

Emergency Department

Open 24 hours a day 7 Days a week

After Hours GP Clinic

Opening Hours:

Monday to Friday

6.00pm- 10.00pm

Saturday

12.00pm- 10.00pm

Sunday and Public holidays

9.00am- 10.00pm

Phone: (08) 8521 2043

Gawler GP Inc is the service provider of your local Accident & Emergency Department and Afterhours GP Clinic services at Gawler Hospital.

Developed by your local GPs specifically for Gawler and surrounding regions and funded by the State Government



**Gawler GP Inc and the Gawler Health
Service grounds are a Smoke Free Zone**



**Wheelchair
Accessible**

Appointments

There is no need to make an appointment to see a doctor during operation of the afterhours GP Clinic and of course an appointment is never required for an Accident & Emergency consult. Gawler GP Inc uses a triage system for initial medical assessment to ensure that doctors see the sickest people first. We trust you will understand that sometimes the medical needs of others may come first. For example someone with a serious head injury will be seen before a person with a sprained ankle.

Fees and Billing arrangements

When seen by a doctor at Gawler GP Inc patients will be charged a gap fee of \$35.00. We accept payment by way of cash, EFTPOS or credit card.

Gawler GP Inc has Medicare Easyclaim integrated with the onsite EFTPOS machine. This means patients are able to pay their accounts in full and receive the Medicare rebate directly back into their cheque or savings account, saving them the inconvenience of waiting for and then forwarding the Medicare cheque to us 2-3 weeks later. Flexible payment options are also available with Centrepay and instalment payment options on offer. Please discuss this with reception staff at the time of your visit.

Please note if you are referred for further investigations or treatment as a result of your visit, additional costs may be charged to you by the provider(s) of that service.

Telephone and Email Communication

In case of an Emergency please call 000.

Our phones are answered by reception staff between the hours of 9am-10pm who are trained to handle your call appropriately. We aim to have all clinical enquiries answered to by a doctor or Registered Nurse, however during peak times in the Accident & Emergency Department, if your query is general, it may be referred to the Health Direct service. If a health professional is not available at the time of your call a message will be taken to return your call at the earliest opportunity.

The Health Direct telephone advice line is staffed by Registered Nurses who are able to provide expert health advice. To speak with a nurse at Health Direct please call 1800 022 222.

For any email communications please email admin@gpinc.org.au and your email will be directed to and answered by the most appropriate team member at the earliest opportunity.

Mobile Phones

Please ensure your mobile phone is switched off during your consultation with the doctor. Photos are not to be taken in the department without first obtaining consent from the clinical staff.

What services are provided?

- 24 hour Accident & Emergency services 7 days a week.
- Afterhours GP Clinic weeknights and weekends.
- Afterhours Wound Management Clinic (Tues 5-9pm, Sat 8.30am-12.30pm)
- Diagnostic facilities such as x-ray and pathology.

Do you have your own GP?

It is important to have your own GP in order to build a good rapport and gain the benefit of having a GP that is aware of your medical history and is in the best position to provide comprehensive continuity of care. Having your own doctor enables the After Hours Service to inform your regular GP that you needed after hours care and to arrange for follow up care and action.

How the service links to your GP

With your consent all information from your visit is sent to your regular GP as soon as possible. GP Inc can also contact your regular GP to obtain important information about your medical history, should that be necessary to facilitate optimum care.

Test Results

If you have had tests as part of your treatment at GP Inc it is advised that you contact your regular doctor to get advice and follow-up regarding the results. If you have given consent, a copy of your notes and test results from your treatment at GP Inc will be forwarded to your regular Doctor for continuity of care. You can also contact us on Ph: (08) 8521 2043 between 9am and 10pm any day if you require further clarification on test results.

Visitors

For safety reasons the number of visitors for patients receiving treatment in the department is restricted to one at a time and they must be identified by wearing a Visitor tag.

Complaints, Patient Feedback

If you have constructive feedback we would like to hear about it. Please feel free to talk to any member of the Gawler GP Inc team or complete the Feedback forms readily available throughout the department. If you feel you need to make a formal complaint about the service it must be in writing and addressed to the General Manager at the postal address listed on the front page. You can also write to us or use the suggestion box if you believe that there are areas we can improve on or do well. We take your suggestions and complaints very seriously. If you have an unresolved complaint you may contact the Health and Community Services Complaints Commissioner (HCSCC) toll free 1800 232 007.