

## Phone Calls

Doctors will return phone calls from patients after they have completed their sessions, unless the matter is of urgency. Patients are welcome to leave a detailed message at reception.

## Results

All results are strictly confidential. In order to protect your privacy, results are not given over the phone unless through a consultation with a doctor.

The doctor will advise you at the time of testing when you can expect your results to return. Results requiring a follow up consultation with the doctor will attract the scheduled practice fee.

## Notifications, Recall and Reminder systems

Our practice is committed to provide you with the best preventative care possible. Practice staff may issue you with a notification or reminder through my practice app, sms or letter.

If you do not wish to participate in some parts or the whole of this system, please let our practice staff know.

## Patient rights, compliments and complaints

At Woollahra Family Medical Practice, we welcome any feedback on how we can provide a better service to you. Feel free to talk to your doctor or the receptionist about any problems you may have.

Alternatively you may wish to write to us on [reception@woollahrafmp.com.au](mailto:reception@woollahrafmp.com.au) or fill out the feedback form at reception. We have a complaints process in place and take all complaints seriously and with confidentiality.

In the instance that you are not satisfied you can contact

### HealthCare Complaints Commission

Locked mail bag 18  
Strawberry Hills NSW 2012  
1800 043 159 (Toll Free)  
Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

## Privacy Policy

Your personal health information is collected and used directly in association with your health care. It is kept confidential and our practice maintains the security of medical records in accordance with the Australian Privacy Act. For a full copy of our privacy policy, please ask our reception team or go on to our website.

If you have any concerns about your health information privacy, please let your doctor or reception staff know.



147 Edgecliff Rd  
Woollahra NSW 2025

**Phone** (02) 7201 2343

**Fax** (02) 7201 2344

[www.woollahrafmp.com.au](http://www.woollahrafmp.com.au)  
[reception@woollahrafmp.com.au](mailto:reception@woollahrafmp.com.au)

### Practice Doctor

Dr Judith Marie Saw  
BMedSci MBBS (Hons) DCH SH&FPA  
Medical Advisor to the French  
consulate in Sydney

### Support Staff

Ms Tui Tuckwell (Practice Manager)  
Ms Sarah Droz (Receptionist)

### Opening Hours

Monday and Thursday - 8:00am to 6:00pm  
Tuesday and Friday - 8:00am to 4:00pm  
Wednesday - Closed  
Weekends and public holidays - Closed

GP After Hours Service 13 74 25

Emergency 000

POW Hospital (02) 9382 2222

## Services Available

- Immunisations
- Antenatal Shared Care
- Children's health and immunisations
- Family planning
- Mental health and Counselling
- Health Check Ups
- Travel Vaccinations (inc yellow fever)
- Iron Infusions/Vitamin Injections
- Skin checks
- Minor skin surgeries

## Fees

Woollahra Family medical practice is a private billing practice. Consultations will attract a fee and Medicare card holders will qualify for Medicare Benefits for eligible services. Please see our website and the reception area for our current fee schedule. All fees are payable at the time of consultation. Cash, all major credit cards and EFTPOS are accepted (credit card payments attract a 1% surcharge)

## Telehealth consultation and e prescribing

We offer telehealth consults and e prescribing to patients of this practice. Please ask reception staff for more information.

## Appointments

We run by appointment only. Appointments can be booked online or by calling the practice. If you need more than 15mins with your doctor, please book a long appointment.

On the day appointments are available for urgent matters. Please call the practice if you need an appointment but cannot find availability through the online booking system.

## After hours service

If you require General Practice care outside our opening hours, please contact National Home Doctor on 13SICK i.e 137425.

For all emergencies, dial 000 or go to your nearest hospital emergency department.

## Home visits

GP home visits are available at the doctor's discretion to patients of this practice. Requests should be arranged at least 24hr prior. Charges apply.

## Missed appointments and cancellations

Missed appointments and appointments cancelled with less than 24hr's notice will incur a full consult fee, non rebatable by Medicare.

## Cultural diversity and ethnicity

In order to provide tailored care to your needs, we encourage patients to identify their cultural backgrounds/ethnicity on the patient registration form.

Our practice also offers consultations in French and the National Relay Service and Interpretation service is available to non English speakers. Please advise reception staff if you need this service organised.