

Doctors	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dr Anne Charteris	9:30am - 6pm	7:30am - 5pm	1:30pm - 5pm	9:30am - 6pm	9:30am - 5pm	Cosmetics 8:30am - 12pm
Dr Vicki Lunn	7:30am - 5:30pm	8am - 3:30pm	7:30am - 3:30pm	8am - 3:30pm		
Dr Jane Novotny	8:30am - 5:30pm	8:30am - 4:15pm	8:30am - 5:30pm	8:30am - 5:30pm	Alternate 8:30am - 12:30pm	
Dr Michael Roberts	8am - 1pm	9am - 6pm	9am - 6pm	9am - 4:30pm	9am - 4pm	
Dr Simone Kooke	8:30am - 4pm	8:30am - 5pm		8:30am - 4:30pm	Alternate 8:30am - 4:30pm	
Dr Catriona Paterson			12pm - 3pm	12pm - 3pm		10am - 12:40pm
Dr Carole Hungerford			11am - 5:30pm		Alternate 11am - 5:30pm	
Dr Gabrielle De Giorgio		8:30am to 4pm	2pm - 6pm		9am - 4:30pm	
Dr Gerald Enright	7:30am - 5:45pm	9:30am - 6:30pm	7:30am - 4:30pm	9am - 6pm	<b>Week A</b> 7:30am - 11:30am <b>Week B</b> 7:30am - 4:30pm	<b>Week A</b> 9:30am - 12:30pm

## Emergency Numbers

General Emergency	000
Ambulance Bookings	131 233
Poisons Info Line	131 126
Balmain GP Casualty	(02) 9395 2155
Royal Prince Alfred Hospital	(02) 9515 6111
St Vincent's Hospital	(02) 8382 1111
Balmain Police Station	(02) 9556 0624
Sydney Medical Service (GP Home After Hour Service)	1300 466 347
National Relay Service	133 677

## After Hours Service Sydney Medical Service Ph: 1300 466 347

Sydney Medical Service provides bulk billing for patients holding a valid Medicare card, Pensioner/Seniors card or Veterans' Affairs card.

### Home Visits available from

Mon to Fri 6pm to 8am (Phones open from 4pm)

12 noon on Saturday until 8am Monday (Phones open from 10am Sat morning)

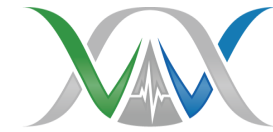
24 hours on Public Holidays

## Privacy , Suggestions and Complaints

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. The team at Doctors on Darling are committed to providing you with a high standard of care. Your input will help us to improve our service and we do value any suggestions or concerns that you may have. Please feel free to discuss them with staff. Alternatively, there is a suggestion box located in the waiting room. Responses are treated in confidence. Otherwise, please contact the Health Care Complaints Commission Phone: (02) 9219 7444 .

## Parking and Access

Access is available via both Montague Street (stairs) and Llewellyn Street (ramp access). An internal lift is accessible and disability parking is available in the secure basement. For access to the disability parking please call Reception on (02)8068 2490. Montague Street offers 4 hour metered parking whilst Llewellyn Street offers 2 hour unmetered parking.



# DOCTORS ON DARLING BALMAIN

QUALITY CARE FOR THE WHOLE FAMILY

Ph: (02) 8068 2490

Fax: (02) 9475 1477

3 Montague Street, Balmain NSW 2041

## Our Doctors

Dr Anne Charteris

Dr Vicki Lunn

Dr Jane Novotny

Dr Michael Roberts

Dr Simone Kooke

Dr Catriona Paterson

Dr Carole Hungerford

Dr Gabrielle De Giorgio

Dr Gerald Enright

Practice Nurse: Camilla



Doctors on Darling is a Privately billing practice

Monday to Friday

7:30am to 6:30pm

Saturdays

9am to 12pm

Sundays

Closed

## Additional Services Available:

Endocrinologist

Dr Sylvia Lim-Tio

Paediatrician

Dr Aivy Coote

Clinical Psychologist

Dr Sally Wooding

Psychotherapist

Deborah Chisholm

Dietitian/Sports Dietitian

Nicole Dynan

The Jade Clinic

Dr Sally Lyttleton

Douglas Hanly Moir Pathology

Mon - Fri 8am - 1pm

## Welcome to Doctors on Darling

Thank you for choosing Doctors on Darling. Our fully accredited practice aims to provide quality care to individuals and families.

## Services Available

We are proud to offer a comprehensive range of services, both through our preventative care program and our diagnostic, screening and counselling expertise. Some of these services include:

- **Yellow Fever** (Accredited Yellow Fever Provider)
- Childhood immunisations
- Child development and growth assessment
- Antenatal Shared Care Program
- Travel advice and vaccinations
- Insurance, school entry and pre-employment medicals
- Heart assessment
- Cholesterol and diabetes testing
- Skin cancer screening
- Minor surgical procedures
- Smoking cessation
- Nutrition and weight reduction
- Women's health care
  - Contraceptive advice
  - Reproductive medicine and pre-pregnancy advice
  - Pregnancy testing
  - Routine gynaecological and breast examination
  - Menopause care
- Men's health care
- Preventative health care
- Mental Health Care and Counselling
- Cosmetic services also available

Some of the above consultations require longer appointments. If unsure please discuss with Reception. For effective immunisation and travel vaccinations it is best to complete this well in advanced of travel plans (Please bring a detailed travel plan to the appointment).

## Practice Staff

The friendly Practice staff at Doctors on Darling aim to provide quality and personalised care, and can assist you with most of your enquiries. Our team consists of:

**Practice Manager:** Cherie Ryan

**Practice Nurse:** Camila

**Reception Staff:** Bernadette, Lorraine, Mel, Paulene & Angeliq

## Fees and Payments

Doctors on Darling is a private billing practice. Our consultation fees are outlined below (fee list as at 01.09.16).

Consult length	Fee Paid at time of consultation	Medicare Rebate	Out of Pocket Gap
Standard <20 mins	\$ 80	\$ 37.05	\$ 42.95
Extended 20 -40 mins	\$ 120	\$ 71.70	\$ 48.30
Prolonged >40 mins	\$ 160	\$ 105.55	\$ 54.45

**Note:** Dr Hungerford Consults are 1hr with a fee of \$ 300, Out of pocket = \$194.45. All consultations on Saturdays incur an additional \$5 charge.

Procedures, dressings and certain immunisations incur an additional fee to the consultation fee. If this is the case, your doctor will inform you of this prior to their use.

Bulk billing is only available to certain concession card holders. Please ask Reception whether you are entitled to bulk billing.

## Appointments

For all appointments, please phone (02) 8068 2490 or book online via [www.doctorsondarling.com.au](http://www.doctorsondarling.com.au)

We will make every effort to accommodate your preferred time and doctor. However, when this is not possible, you will be offered the first available appointment with any doctor. Appointments are scheduled at 15 minute intervals, **one patient per appointment**. To assist us to run on time, if you feel you require a **longer appointment** to deal with **numerous or complex issues, or if you have more than one family member to be seen, please advise at time of booking.**

On Saturdays Doctors on Darling is open between 9am and 12pm, please phone reception on (02) 8068 2490 for bookings, or book online via [www.doctorsondarling.com.au](http://www.doctorsondarling.com.au) For Translating Assistance please Ph1800 246 946

## Cancellations

Please advise Reception in advance if you are unable to make your appointment to enable this appointment to be offered to another patient in need.

For pre-booked appointments, SMS reminders are sent to the nominated mobile number. (Reply Yes to confirm or No to cancel) Cancellation fees may apply if you fail to notify Reception within 3 hours of your appointment time.

## Referrals

An important aspect of general practice is the provision of continuity of care. To ensure that you receive the best possible care, we need to see you before referring you to a specialist. On receipt of your referral it is highly recommended that you schedule an appointment with the specialist as soon as possible, as often there is a 4-6week waiting period.

Your GP may be able to request an urgent appointment should they feel that your condition requires immediate attention. (This is done at the time of your referral).

**We are unable to 'back date' referrals.**

## Repeat Prescriptions / Lost Forms

Most repeat prescriptions require an appointment as in most cases, it is necessary for the Doctor to re-examine you. Occasionally, and at the Doctors discretion, a script or referral may be provided without an appointment. (A \$20.00 pre paid fee may apply).

If you have lost a prescription, pathology request form or referral this can be replaced without an appointment. (A \$20.00 pre paid fee may apply).

## Results , Recalls and Follow-Ups

Doctors are unable to discuss test results over the telephone due to medico-legal requirements. Therefore follow up appointments are required. For all other results, Reception will call and schedule an appointment as directed by the doctor.

The doctors at this medical practice will include you (unless otherwise notified) in our database for sms reminders such as appointments or clinical e.g. pap smears, immunisations, routine pathology or imaging and other preventative health care issues. **To opt out of SMS appointment reminders or recall/reminder system, please contact Reception.**

## Contacting your Doctor

Your doctor is accessible by phone. However, we ask that phone calls are kept to a minimum and that you simply schedule an appointment should you need to discuss an issue with them. This will also assist in avoiding disruptions to consultations in progress.

Reception can promptly email the Doctor internally and request a return phone call to be made based upon the urgency. Please indicate to the receptionist the general nature of your call, as in many cases, they will be able to assist you with any queries or concerns that you may have.