



## Deniliquin Clinic

409 George Street · Deniliquin · NSW 2710  
P: (03) 5881 1464 · F: (03) 5881 2464 · [www.deniliquinclinic.com](http://www.deniliquinclinic.com)  
admin@deniclinic.com.au

### Practice Information Sheet

Deniliquin Clinic welcomes you to our practice. We are committed to enhancing the health and wellbeing of the Deniliquin and surrounding communities by providing every patient with the best possible care through integrated clinical practice and education. We provide a full range of traditional family general practice services including general consultations, nursing home visits, hospital care, obstetric care, family planning, chronic disease management, wound care, and immunisations. We do not discriminate in the provision of excellent care, and we aim to treat all patients with dignity and respect.

Doctors and staff who provide clinical care at this practice:

Dr Robert Campbell – Practice Principal	Tina Bell – Registered Nurse & registered immuniser
Dr Marion Magee	Kerrie Ellis – Registered Nurse & midwife
Dr Ben James	Gael Todd – Registered Nurse
Dr Rachel James	Sue Atley – Practice Nurse
Dr Ariaah Steel - Registrar	

### Practice Hours

Monday - Friday	9:00am - 5:00pm
Saturday - Sunday	Closed
Public Holiday	Closed
Home or other visits	Home or other visit appointments are made with the receptionist at the discretion of the general practitioner.

### After Hours

If it is an emergency, please call 000. Alternatively, you can call Health Direct on 1300 022 222 to speak with a registered nurse or call Deniliquin Hospital on (03) 5882 2800. If requiring care that can not wait until opening hours please present to Deniliquin Hospital Emergency Department located at: 411 Charlotte Street, Deniliquin NSW 2710

### Appointments

Consultations are by appointment only. Appointments can be made by calling reception. A standard consultation is 15 minutes. Longer appointments are generally advised for situations such as antenatal visits, pap smears, care plans and health assessments. Our doctors always try to run on time, however due to circumstances beyond our control this might not be the case, we advise calling prior to your appointment to check on wait times to prevent longer waiting times.

### Continuity of care and doctor of your choice

We endeavour to help you see your regular doctor. All evidence suggests that communication between doctor and patient is improved when a good relationship exists between both parties. We recognise it is not always possible to see the same doctor, so our system of recording notes takes this into account.

## Fees and Billing Arrangements

- We are a private billing practice, our fee schedule can be accessed via our website, waiting room, treatment room or reception. We offer reduce fees to health care card holders, pensioner concession and commonwealth seniors card holds. Please note that full fee must be paid on the day. Part payment will be at the discretion of the doctor and administration.
- Bulk billing is only available to children under the age of 16. For all other patients it is at the discretion of the patients' doctor.
- There maybe fees in addition to your consultation to cover nurse time, consumables such as dressings, fibre glass casts etc. These are non-rebateable fees and are billed separate to Medicare.
- If your are unsure of costs associated with your visit please speak with your doctor or staff.

## Cancellations

The need to cancel an appointment is understandable. 24 hours' notice is appreciated, if possible, but we ask that you call the clinic the morning of your appointment to cancel.

## Aboriginal Health & Closing the Gap

We acknowledge the traditional custodians of the lands and waters of Wamba Wamba and Perrepa Perrepa people. We acknowledge the wisdom of Elders past and present. We are passionate about improving the health and wellbeing outcomes of our local Aboriginal community.

Our clinic participates in the 'Close the gap' government initiative. Please tell reception staff, nurses or your doctor if you identify with being of Aboriginal or Torres Straight Islander origin to help assist with registering you with CTG initiative. Please speak with staff if you are unaware of the Closing the Gap initiative and how it could benefit you in improving your health.

To help deliver better health to our First Nations People and their families Deniliquin Clinic has set up an outreach clinic at the Deniliquin Local Aboriginal Lands Council – Telkuna Clinic and invites all Aboriginal people and their families to visit the clinic.

Telkuna Clinic is a walk-in service located at 426 Wood Street, Deniliquin. It operates 5 days a week, with a Nurse Practitioner available 4 days and doctor on Saturday mornings.

All appointments are bulk billed via Medicare all patients. For further information about what services are available please call the Deniliquin LALC on 03 5881 4891.

## New Patients

New patients are required to fill a New Patient Registration Form and a transfer of medical records consent form (if required). New patients will also receive an SMS from Better Consult the day before your appointment. Better Consult is a pre-consultation questionnaire that asks a number of questions your doctor would usually ask about your reason for visit and prepares the notes they usually need to type. The information you share is only accessible by your doctor, to protect your information.

## Emergency or urgent appointments

The practice operates on an appointment-based system. In cases of an emergency, you will be directed to call 000 or present to Deniliquin Hospital Emergency Department. For urgent appointments, staff triage all appointments and will allocated based on level of urgency and doctor availability. Priority is given to sick children and elderly patients and our policy is to endeavour to have you seen by a doctor on that day.

## Telephone and email Contact with Doctors

Patients are able to access a doctor by telephone/video via a scheduled appointment. Each doctor has his/her own preference to telehealth consultation times. In most cases a message is sent to the doctor for their attention via our reception staff or followed up by our nursing staff if it is or urgency. Non-clinical staff will not give treatment, advice or results over the telephone without explicit instruction from the doctor. Deniliquin clinic does not give out contact email addresses the doctors, and all correspondence can be directed through [admin@denclinic.com.au](mailto:admin@denclinic.com.au).

## Childhood immunisations

Childhood immunisations are typically provided by our Registered Immunisation Practice Nurse in conjunction with a consultation with a doctor to provide an update on the child's health and development as per the Blue Book given at birth. Please bring the blue book along to the consultation. All immunisations are sent directly to Australian Immunisation Register, please ensure that your child has been registered with Medicare to allow for this to happen.

## SMS Appointment Reminders

**Your appointment is confirmed when booked into our software system.** We will routinely send an SMS to your mobile phone the day before an appointment to help remind you of your appointment. These SMS reminders serve to compliment appointment cards or notations in your own personal diary. Due to having no control over phone service providers, we cannot be responsible for undelivered or delayed messages. Please be sure we have your correct mobile number. If you do not wish to receive SMS reminders please let reception know. **Missed, delayed or undelivered SMS are not accepted reasons for not arriving for your appointment.**

## Reminder System

We are committed to preventative care. We may issue reminder notices from time to time offering you preventative health services appropriate for your care. If you do not want to be part of this service please let us know.

## Test Results

We understand that receiving test results is an important part of your treatment. Our policy is that a patient is required to book an appointment with his/her doctor to receive and discuss results. This is to ensure the results are properly communicated and appropriate action is then taken. Under no circumstances will reception staff report results to patients.

In some situations, a doctor may make other arrangements for communicating results such as via a SMS. Please discuss with your doctor exactly how and when he/she intends to make contact. If you do not hear from the Clinic regarding a result, do not assume the result was normal. Please contact the Clinic for follow up with the pathology provider and/or doctor. Please be aware, test results are confidential and will only be given to you directly, unless you give permission for your doctor to communicate them to another person on your behalf.

## Privacy/Management of your Personal Health Information

Your medical record is a confidential document. It is our policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. A copy of our privacy policy is available upon request.

## Communication Services

The clinic is able to arrange free telephone or in-person interpreters through the Translating and Interpretive Service. The National Relay Service is also available for people who are deaf or have a hearing or speech impairment. Alternatively, a family member or other person may be present for a consultation with the patient's consent.

## Engaging with Other Services

To assist in providing coordinated care, our clinic maintains a directory of local health related services and an ongoing professional relationship with many of these providers. Doctors and Nurses engage with local medical services including diagnostic services, hospitals and specialist consultant services, primary healthcare nurses, allied health services, pharmacists, disability and community services, and health promotion and public health services and programs. Depending on the service provided (e.g., Pap smears, vaccinations) your health information may be forwarded to National/State Reminder Systems/Registers. By signing our patient registration from you will be consenting to the above.

## Scripts

We provide both paper and e-script options for patients. E-scripts can be sent via email or SMS. If a patient has misplaced a script, pharmacies across Australia now have access to the Active Script List where all prescription information is held. The pharmacy will require your consent to view these documents. Please speak with your pharmacy about this service.

## Home visits

Although the preference is for patients to attend the clinic, Doctors and other practice staff will make visits to regular patients of our practice where it is safe and reasonable. These visits may be to patients in their homes, residential aged care facility, residential care facility, or hospital both within and outside normal opening hours where such visits are deemed safe, and where the patients are acutely ill, immobile, and elderly or have no means of transport to the practice. Telehealth appointments are also an option. Please call reception on 03 58811464 to discuss any home visit need.

## Waiting Room

Masks are mandatory for all patients within the practice. Please bring a mask with you and sanitise hands upon arrival. Due to Covid-19 infection control measures, magazines and newspapers and most children toys have been removed.

Please feel free to text/email/browse apps on your mobile devices while visiting our Waiting Room. Reducing device volume is appreciated. For your privacy and the comfort of others, please make/take calls outside the practice.

Patient toilets are located within the middle of the practice. They offer a baby change table and room for disability access. Please see reception staff for directions.

## No Smoking Policy

Our practice is smoke/tobacco/vape/etc. free in all areas including the car park. Please extinguish all smoking products before entering the practice and refrain from smoking at the entrance to the building. Your doctor or nurse will be happy to discuss smoking cessation programs with you.

## Occupational Violence/Harassment/Unreasonable Behaviour Policy

All staff and visitors have the right to a safe and comfortable environment. Any form of violence, intimidation, harassment, bullying, etc. is not tolerated either over the phone or in person. It is practice policy to end telephone communication with aggressive patients after a warning. All incidents are referred to the Practice Manager for follow-up.

## Complaints/Comments/Suggestions

We respect your right to have a constructive, accessible, and confidential means for providing positive or negative feedback about our services, and for having these comments or complaints dealt with in a fair and efficient way.

Written complaints or suggestions can be directed to the practice manager via letter or email at [practicemanager@deniclinic.com.au](mailto:practicemanager@deniclinic.com.au).

We also welcome verbal complaints or suggestions for minor matters that would not generally require a written notification (e.g., appearance of clinic, lack of supplies in toilet, temperature). These are matters we may be able to attend to/resolve immediately.

Please feel free to talk to your doctor or receptionist if you have a suggestion or complaint. The Practice Manager is also available to speak with you. This may be arranged via reception. We take all suggestions and complaints seriously and will respond verbally or in writing depending on each circumstance. If you wish to take a matter further and feel that you would like to discuss the issue with someone outside of the clinic, please contact the Health Care Complaints Commission on 1800 043 159 or visit <https://www.hccc.nsw.gov.au>.