

# PRACTICE INFORMATION

5a Barrack Street  
HOBART TAS 7000

Reception Ph: 03 6223 1055 Fax: 03 6223 1245  
Admin Ph: 03 6223 1079 Fax: 03 6223 8545

Email: [admin@barrackstreet.com.au](mailto:admin@barrackstreet.com.au)

*This email is not continually monitored and is to not be used to make appointments or to obtain clinical information*

## **BARRACK STREET PRACTICE**

Barrack Street Practice has been caring for our local community since 1927. The Practice was established in 1927 by Dr Christine Walch and in 1955 the late Dr Valerie Davenport took over the Practice and it became the forerunner of what it is today.

The Practice was originally situated at 5 Barrack Street, in the old stone cottages built by convicts in 1848. These now form the entrance to the 'Barrack Court' building which was opened in 1986.

Dr Davenport's name was retained until 2002 in recognition of the service she provided to the community. In 2002, the Practice became known as Barrack Street Practice Pty Ltd.

While much has changed over the years, we continue to provide you with the best in general practice and medical care.

Our doctors, nurses and administrative staff are committed to providing you with comprehensive care in the friendly, caring and co-operative environment for which we have become known.

We welcome all members of the community and are nonjudgmental, welcoming, honest and fair in our dealings with all of our patients.

All patient consultations and medical records are kept strictly confidential and no patient will be refused attention on the grounds of sex, age, religion, ethnicity, sexual preference or medical condition.

### **Our Doctors**

All the doctors in this Practice have satisfied the training requirements of the Royal Australian College of General Practitioners (RACGP) on the Vocational Register of General Practitioners.

Dr Karen GARTLAN BMedSc MBBS FRACGP (Wednesday & Friday)

Dr Susan HAMPTON MBBS DRANZCOG (Mon, Wed, Fri & Tues, Thurs afternoons)

Dr Catherine MAYHEAD DfCH DRANZCOG FRACGP (Every day)

Dr Patricia SHEPHARD BMedSc MBBS FRACGP (Monday, Tuesday, Thursday)

Dr Eliza Reid MBBS FRACGP (Monday, Wednesday, Thursday & Friday)

Dr Juliet Tait MBBS FRACGP (Monday, Tuesday, Wednesday & Thursday a.m)

### **Registrars**

Dr Zoe Dodge MBBS - Registrar (Mon, Tues, Wed & Fri) from 3 Feb 2020

Dr Will Upcher MBBS - Registrar (Mon, Tues, Wed & Thurs) from 3 Feb 2020

This Practice provides education to **Medical Students** nearing completion of their courses. If a student is visiting, you will be advised of this, **PRIOR TO YOUR CONSULTATION**, and given the opportunity to consent to the student being present during your consultation.

## **Staff**

Mr Phil Murphy is the Business / Practice Manager and he is happy to assist with any non-medical queries, (fees and account payments for example). If Phil is not available, please feel free to speak with Tania or Corrina.

Megan  
Tracey  
Kim } are registered nurses working in the Practice. They are able to help with many problems including dressings, minor injuries, first aid and immunisations.

Lynette (Reception Supervisor)

Carol, Uli, Monique, Nikia & Vicki } are our medical receptionists in the Practice.

**Our staff members are here to help you - please ask any of them if you need any assistance.**

## **Patient Information**

It is important for us and the management of our patients that we have up to date personal information. Correct patient identification is vital for patient safety and the maintenance of patient confidentiality.

When you arrive for your appointment our reception staff will use at least three approved identifiers (as required by our accreditation standards) for each patient encounter or activity such as making appointments, writing prescriptions, writing referrals to other providers, giving results or entering results or correspondence into records. Identifying patients consistently and correctly is a key element in reducing the risk of adverse events and enhancing patient safety. This minimises the risks of misidentification of patients and mismatches when they are undergoing procedures or clinical tests

## **Appointments**

You can make an appointment with your doctor by telephoning the Surgery. Urgent medical problems and sick children will be dealt with promptly. It is the policy of this Practice to always endeavour to see sick children who are patients of the practice, so please make it clear at the time of telephoning if it is a sick child for whom you wish to make the appointment.

**Standard Appointments** - are routinely made at 15-minute intervals.

If you think that you will require more time than that, or you consider that you have a lot to discuss with your doctor, please ensure that you request a longer appointment.

**Longer Appointments** - Please advise the reception staff **(at the time you make your appointment)** if you feel you need (or want) a longer appointment. If you are to have a procedure performed, or if you require a "Medical Examination" or you have a form to be completed for Centrelink for example, a longer appointment should be booked.

**Your assistance will help the doctors to keep to their appointment schedule and minimise the waiting time and inconvenience to other patients.** We understand that sometimes patients forget or other urgent matters crop up . If you are unable to keep an appointment please let us know as soon as possible, at least 2 hours, so that we can make the appointment time available to other patients. Patients who Fail to Attend (FTA) two or more appointments in a 30 day period will be sent a letter advising our Practice policy on FTA and the fees that will be applied if there are further DNAs. Subsequent attendance failures will be followed up with a further letter and the application of the Failure to Attend Fee.

### **Specialist Referrals**

Patients requiring a referral to a specialist will require a consultation with your doctor so that a relevant and helpful referral letter can be written. No referral will be given without a consultation first being undertaken, nor will any referral be back dated. This is a medico-legal requirement.

If your referral has expired or has been lost and you require that referral to be re-issued by your doctor, we are happy to do so, however, there will be a fee for that service.

### **Interpreter Service**

Patients who do not speak English or who are more proficient in another language, have the ability to choose a professional translating service or a translator who may be a family member, friend or bilingual staff member. Children should not be encouraged to translate on their parent's behalf. In some situations, it may also not be appropriate for a family member or friend to translate. We encourage our patients to utilise the free Translating and Interpreting Service (TIS).

If you require a translator we can arrange this for you. Please let reception staff know when you make your appointment booking. If you require an on-site interpreter we generally require 10 days notice to arrange this with the TIS.

Our practice also uses a free interpreting service available for patients who are deaf and use Australian Sign Language (AUSLAN).

### **On Arrival**

Please have your Medicare card and any concession cards available when you arrive. You will be asked to show them as it is important that we ensure that the correct patient has been identified and that we are kept up-to-date regarding changes to Medicare card numbers, concession status and your address & contact details.

### **Parking**

Metered parking is available on Davey, Macquarie and Barrack Streets. The nearest Public Car Park is in Collins Street. There are 1, 2 and 3-hour meters within easy walk of the Surgery.

**NO PATIENT PARKING IS AVAILABLE AT THE PRACTICE.**

### **Disabled Access**

If you need to drive in to deliver sick or disabled patients, please let the reception staff know and **then remove your car from the Doctors' Car Park**. They may need to leave quickly in case of an emergency! A designated disabled parking space is located immediately in Barrack Street immediately in front the Perry Hair

### **Confidentiality**

The confidentiality of patient information is set and maintained under the Guidelines to the Australian Privacy Principles, the RACGP's 4<sup>th</sup> Edition Standards and Barrack Street Practice's own Policy & Procedures. In addition to these, security access levels have been established within our clinical management software to ensure that only those authorised staff members have access to these records. All staff members are aware that any breach of patient confidentiality is a dismissible offence.

Patient information/results cannot be passed to another person or organisation without the written consent of the patient. If you require someone else to be able to access your information/results, please ask reception staff for a consent form.

### **Requesting Your Health Information**

The *Privacy Act 1988* (Privacy Act) is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information. The Privacy Act includes 13 Australian Privacy Principles that apply to the handling of personal information by most Australian and Norfolk Island Government agencies and some private sector organisations.

Under Australian Privacy Principle 12, patients of Barrack Street Practice have the right to access all of their personal health information held in relation to them by the practice irrespective of the source of the information, irrespective of the stipulation from specialists about not releasing the information without their consent, unless the information relates to a worker's compensation, legal or insurance proceeding and then consent may need to be obtained from the specialist concerned.

Patients requesting access to their health information are to complete the Request for Personal Health Information form and hand it to the reception staff. We will not charge you for making a request, however; there may be a reasonable charge applied for accessing the requested information.

### **Our Billing Policy and Our Fees**

At our practice we strive to provide the highest quality health care for our patients. The Medicare rebate for a standard consultation is less than 50% of the AMA recommended fair fee for this service. Until now we have accepted the Medicare rebate as full payment for services provided to our Health Care Card holder and pensioner patients. The Medicare rebate was frozen in 2013 and this freeze will remain in place until July 2020.

Unfortunately the costs of running a quality practice have continued to rise. Staff and equipment expenses continue to climb. We employ professional administration staff and experienced registered nurses. Our GP's are highly qualified and are involved in on-site training of doctors and medical students. We maintain the latest generation of comprehensive real time computerised medical records. A wide range of clinical procedures, dressings and investigations are utilised in the treatment of our patients.

We will routinely bulk bill patients who:

- are 70 years of age and older and on a Pensioner Concession or Health Care Card;
- are children under 12 years of age;
- have a DVA Gold Card or DVA White Card (*specific conditions*).

Patients who fall outside of the above criteria will pay a "Concession" fee. This means that you will have to pay for your consultation on the day, but once the Medicare Rebate is paid you will not be out of pocket more than \$20.00 for any consultation.

**If you do not fall into the above categories please do not expect to be Bulk Billed.**

	Our Fees								
	Full Fee (if Acct taken)	Out of Pocket	Pay on the Day (Disc Applied)	Out of Pocket	Disc Fee	Out of Pocket	Conc Fee	Out of Pocket	Current Medicare Rebate
Short Consult - Item 3	\$45.00	\$27.50	\$35.00	\$17.50	\$30.00	\$12.50	\$28.00	\$10.50	\$17.50
Std Consult - Item 23	\$98.50	\$60.30	\$83.00	\$44.80	\$65.00	\$26.80	\$54.00	\$15.80	\$38.20
Long Consult - Item 36	\$149.85	\$75.90	\$125.00	\$51.05	\$105.00	\$31.05	\$93.95	\$20.00	\$73.95
Prolonged Consult - Item 44	\$202.50	\$93.65	\$165.00	\$56.15	\$145.00	\$36.15	\$128.85	\$20.00	\$108.85
Script Fee - AA170	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00	\$10.00	\$10.00	Nil
Fail to Attend Fee ~Single	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	Nil
Fail to Attend Fee ~Double	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00	Nil
Transfer of Medical Records	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$10.00	\$10.00	Nil

- A consultation fee will apply to all new patients to the practice without exception and Bulk Billing will be available to eligible patients following the first paid consultation.
- If your referral has expired or has been lost and you require that referral to be re-issued by your doctor, there will now be a fee for that service. All requests for re-prints of referrals and request forms will incur a \$10.00 fee.
- A new fee will be applied for such things as dressings/bandages used as part of your consultation. This fee is not claimable from Medicare.
- When transferring to another practice a comprehensive Health Summary will be forwarded to the new practice at no cost. If the entire record, or more than the Health Summary is required, then a fee will be applied.
- A fee of \$45.00 for a missed single appointment and \$65.00 and for a missed double appointment a fee of \$65.00. This fee must be paid prior to any subsequent appointments being made.
- Repeat prescriptions without a consultation will attract a \$10.00 fee which is not claimable on Medicare and will be payable on collection of the prescription. This charge will be applied irrespective of whether you have a Health Concession Card or not and will be required upon collection of the prescription.

If you are concerned about the impact our new policy will have on your health management please discuss this with your doctor. If you are having difficulty paying your fees, please talk to your doctor or to the Practice Manager. It is preferable to discuss any difficulty before it becomes a problem and we can usually work out a payment arrangement that is mutually agreeable to all.

### **Methods of Payment**

#### **Pay on the Day - Cash, cheque, EFTPOS for both debit and credit cards.**

The cheapest way to deal with your account, is to pay it in full on the day of your consultation. It is possible to have any rebate from Medicare paid directly bank into your bank account, but this will only happen if you have given your bank details to Medicare Australia. Usually your refund will be paid into your bank account immediately if transmitted via Easyclaim, if not, then within 2 working days of the visit.

If you have not given Medicare your bank details, we can still lodge your claim electronically, however; Medicare will send you a cheque which you then have to forward to us so that your account can be settled in full.

If you would like to provide your bank details to Medicare, please ask reception staff for a **Bank Details Collection** form. *Barrack Street Practice will not ask you for your bank details.*

#### **Credit facilities are not available for these services, only debit EFTPOS.**

It is the policy of Barrack Street Practice for patients to settle their account on the day of their consultation. We understand that occasionally that this doesn't happen and that account payments can subsequently be overlooked. If your account with us remains unpaid after 30 days we will send you a reminder. Should accounts remain unpaid beyond a 30 day period a letter of demand will be forwarded requesting immediate full payment of the outstanding amount. If the account is still outstanding after 90 days we will contact you again and further non-payment may result in the listing of You will be required to settle all outstanding amounts before making any further appointments. Accounts that remain unpaid beyond 30 days will attract an administration fee for each month that the account remains unpaid.

Should accounts remain unpaid beyond a two month period then you will be required to settle all outstanding amounts before making any further appointments.

**PLEASE NOTE THAT THIS PRACTICE USES THE TASMANIAN COLLECTION SERVICE TO FOLLOW UP PAYMENTS ON OVERDUE ACCOUNTS. YOU ARE ADVISED THAT COSTS ASSOCIATED WITH COLLECTION OF OVERDUE ACCOUNTS WILL BE ADDED TO THE ACCOUNT.**

Consultations that will be billed privately include:

Worker's Compensation

Third Party Claims

Patients not registered with Medicare Australia

Driver's Licence Medicals

Pre-Employment Medicals

All overseas visitors

### **Failure to Attend (FTA) Appointments**

We understand that sometimes patients forget or other urgent matters crop up . If you are unable to keep an appointment please let us know at least 2 hours or as soon as possible, so that we can make the appointment time available to other patients. Patients who fail to attend two or more appointments in a 30 day period will be sent a letter referring to our Practice policy on FTA and the fees that will be applied if there are further DNAs. Subsequent attendance failures will be followed up with a further letter and the application of the Failure to Attend Fee.

The DNA fee is not claimable through Medicare Australia and you will not be able to make another appointment until the Failure to Attend fee is paid in full.

### **After Hours**

After hours cover is available at the "After Hours Doctor" service, which provides both surgery consultations at 252 Main Rd, Derwent Park, **This service can be contacted by calling 6165 2361. For medical advice and home visits phone 1800 022 222.** A report of your consultation will be forwarded to us for incorporation into your record and to be seen by your regular doctor.

In an emergency situation, we recommend that you call an ambulance or go straight to the Accident & Emergency Departments of Hobart Private Hospital, Calvary Hospital or the Royal Hobart Hospital depending upon where you live. All these Hospitals will give you excellent emergency care. Please be aware that there will be charges associated with attending a private hospital.

Our doctors do not routinely undertake home visits. Visits are routinely arranged for patients in nursing homes and can be organised for private hospitals. Doctors attending patients at private hospitals bill according to the private Health Funds' no gap arrangements, so that patients are not out of pocket for these visits.

### **Other Services**

As well as the usual care provided in any General Practice, we offer the following services in which we have special interest and training: **family planning, child health, geriatrics, immunisations, menopause management, women's health, counselling and a range of other procedures.**

We subscribe to MASTA Travel Health Services and offer comprehensive pre travel health advice We aim to cater for the health needs of the entire family, and to provide comprehensive continuing care.

### **Telephoning Your Doctor**

In order to ensure that their full attention is directed to their patient's needs, telephone calls **will not** routinely be diverted to the doctors. If they are seeing patients when you call, either a message



will be taken and passed on to the doctor or your call will be taken by the nurse on duty who, in many cases will be able to advise and assist you. If you choose to leave a message, the doctor will call you back, most probably at the end of her session. Urgent matters will be dealt with either by the Nurse or passed immediately onto the doctor.

### **Medical Certificates**

Medical certificates are legal documents and as such they will only be made available if you are present for a consultation with one of our doctors. We will not issue medical certificates without you actually seeing the doctor and we are not permitted to issue certificates retrospectively.

### **Investigations (pathology, x-ray, ultrasounds etc)**

This practice does not require patients to return to the surgery specifically to ascertain the results of investigations that have been arranged on your behalf. Please allow two days (depending upon what kind of investigation is involved) and then telephone (6223 1055) for your results. These phone calls will be directed to the Nurse who has been authorised to pass on normal results and other information as directed by the doctors. **Calls for Test result are only to be made between 1.30 and 2.30 PM** any afternoon, as this gives us time for the day's results to have been checked by the relevant doctor.

Letters will advise results of routine **Pap Smears** and recommend another smear be taken in 2 years time. If there are any abnormalities, you will be contacted by telephone.

If the doctor needs to see you again, or there has been an abnormal result received, or one that requires, say a change of medication, you will be contacted by telephone. **FOR THIS REASON, PLEASE ENSURE THAT WE HAVE YOUR CURRENT DAY TIME PHONE NUMBER.** If we do not have a contact number for you, we will have to write to you to pass on important information and this may result in delays occurring.

**Ultimately these are your tests and you are responsible for obtaining the results**

### **Repeat Prescriptions**

An appointment is required for all repeat prescriptions. It is important that the doctor is confident that you are being correctly medicated, and so regular attendance is necessary, even for medicines taken regularly. Under some exceptional circumstances, requests may be made by phone, but it is necessary to have at least **48 hours notice** to deal with the request.

Please be aware that you will be charged a fee of \$10.00 for this service whether you have a Concession Card or not. All prescriptions must be collected and paid for at time of collection. Requests inside of the 48 hour period will not be provided.

### **Possible Additional Fees & Charges**

Please be aware that if you consent to a Pathology Tests, Medical Imaging Requests (i.e. x-ray, ultrasound, CT scan etc) or a referral to a Specialist, to be ordered on your behalf, then you are accepting that your name, address, date of birth and current phone number may be provided for identification and billing purposes and that you will be responsible for any bill arising from that test or referral.

Most procedures requested by the doctors will attract a Medicare rebate and it is possible that on some occasions the service providers may choose to bulk bill you, but that should not be expected and is an arrangement between you and the service provider. **Please enquire about any out of pocket expenses at the time of making your appointment with these providers.**

## **Recall & Reminder Services**

We conduct a reminder service for non-routine Pap Smears, Breast Checks and some vaccinations. *This is not to be confused with our RECALL SYSTEM, which operates when an abnormal result has been received and the Doctors need to see you again.* We are also linked to the Department of Health & Human Services sponsored Cytology Register (Pap Smears).

We will try to remind you when your next routine Pap Smear is due; before the Register contacts you, and in order to assist in this preventative medicine, we need to keep your address and phone number up to date. Please remember to let us know every visit of your current address and phone numbers and please do not be offended when the Receptionists asks for these details time and time again – they are just doing their job and also complying with accreditation standards set down by the Royal Australian College of General Practitioners.

Also, if you do not want to be on the Cytology Register please advise your doctor and they will request that your results not be included.

## **Patient Feedback & Complaints**

From time to time this practice invites patients to complete a questionnaire about their views of the practice and how it could be improved. These surveys are completely confidential and help us improve our services.

If you are unhappy with any aspect of the care you receive from this practice, we are keen to know about it. Please feel free to talk to your doctor, the Practice Manager or the Reception Supervisor about any problems you have with the service we provide.

We believe that problems are best dealt with within the practice. Indeed, we want to know if you are concerned about any aspect of our service. However, if you feel there is a problem you wish to take up outside, you may prefer to contact the Health Complaints Commission, Ground Floor 99 Bathurst St, Hobart 7000 or by telephone on **1800 001 170** . The Medical Council, 306 Murray St Hobart is also available to handle complaints and their contact number is: **6233 5499**

## **Research Projects**

Occasionally, doctors from this Practice undertake research projects on behalf of certain bodies, such as The Menzies Research Institute, drug companies or the Asthma Foundation, Diabetes Australia etc, and patient participation is required. You will always be advised if there is a project that may concern your condition and be asked for your permission to be included in the research. Your signed acceptance will be stored on your file.

## **Smoking Policy**

It is the policy of Barrack Street Practice that smoking shall not be permitted on the premises or within 10 metres of the front door.

## **Medical Students**

This practice is registered with the Medical School of the University of Tasmania (UTAS), to provide education and clinical experience to medical students who are nearing the completion of their course. If a student is undertaking experience with the practice, you will be advised of this prior to the commencement of your consultation and will be provided with an opportunity to consent to the student being present during your consultation.

## **Patient Privacy**

Your medical record is a confidential document. In line with Australian Privacy Principles, it is the policy of Barrack Street Practice to maintain security of personal health information at all times and to ensure ensures that our practice computers and servers comply with the RACGP computer security checklist and that:

- Computers are only accessible via individual password access to those in the practice team who have appropriate levels of authorisation
- Computers have screensavers or other automated privacy protection devices are enabled to prevent unauthorised access to computers
- Our servers are backed up and checked at frequent intervals, consistent with a documented business continuity plan
- That our back up information is stored in a secure off site environment
- That our computers are protected by antivirus software that is installed and updated regularly, and
- That computers connected to the internet are protected by appropriate hardware/software firewalls.

## **Practice Improvements**

The practice is always looking at ways we can improve both our systems, our service and our facilities. Our patient suggestion box has been a great source of ideas in this regard. Over the past couple of years here are some of the suggestions you have made that we have acted on:

- I don't like it when the wait to see my doctor is longer than I expect after I arrive. You should advise patients of this. (Jan 17)
  - *What did we do? We will now routinely advise patients on arrival if their doctor is running behind time more than 15 mins. If there is a significantly greater delay we will contact the patient to advise how long the Dr is running behind time. On occasions we may offer the patient a free coffee voucher to use at Gone AWOL to acknowledge any delay or inconvenience to patients.*
  
- Get online booking for advance appointments (Oct 17)
  - *What did we do? When the practice upgrades its clinical software to the latest Lava Edition in 2018, online bookings and SMS messaging will be incorporated as part of that upgrade. We haven't upgraded to that version as it was released with problems that would be potentially disruptive to both patients and doctors.*