



St Elmo
MEDICAL PRACTICE

- **MISSION STATEMENT**

Our mission is to provide the highest standard of patient care whilst incorporating a holistic approach toward diagnosis and management of illness.

We are committed to promoting health, wellbeing and disease prevention to all patients. We do not discriminate in the provision of excellent care and aim to treat all patients with dignity and respect.

- **MINOR SURGERY**

At St Elmo Medical Practice we offer minor surgery to remove lesions, warts, moles and skin tags. Please book a double appointment with the doctor and the nurse if you require minor surgery.

- **ON-SITE COAGULATION TESTING**

We offer on-site coagulation testing for those people on Warfarin treatment. A quick finger prick is all it takes and our doctor will advise you of your result and new instructions for dosing. Tell reception staff when booking that you require an INR.

- **TELEHEALTH CONFERENCING WITH SPECIALISTS**

Our practice uses teleconferencing for patients to consult with specialists (via Skype on our computer) from all over Australia. This saves patients time, travel and money. Your telehealth consult will be organised by reception staff when your GP refers you. The GP will be present at the start of your telehealth consultation.

- **SMS TEXT REMINDERS**

If you have an appointment you will receive an SMS text the day before your appointment to remind you. To make this possible we will need to have your mobile phone number and consent to send SMS reminders. Please call at reception to update your phone details and give consent.

- **DO YOU HAVE AMBULANCE COVER**

If you don't have a Health Care Card or Pension Card you need Ambulance cover. Ambulance transport is expensive so if you don't have cover you are responsible for all costs incurred for transfer via ambulance.



St Elmo

MEDICAL PRACTICE

27 Oliver Street Inverell 2360 NSW

P: 02 67221999 | F: 02 67210502

Email: admin@semp.com.au

www: www.semp.com.au

- **PRACTICE DOCTORS**

Dr Robert Palmer

MBChB, DRANZCOG Advanced FACRRM
Special Interests: Women's Health, Obstetrics, Family Practice, Sports medicine, Minor Skin Surgery, Menopause Management

- **PRACTICE MANAGER**

Jodie

- **PRACTICE NURSES**

Caroline RN, Ashleigh RN, Donna EEN, Kristy EEN & Jess EEN

- **RECEPTION STAFF**

Deb, Nedine, Debbie & Kylie

- **SURGERY HOURS**

Monday to Thursday
8.00am - 5.00pm (Closed for lunch 1pm-2pm)

Phones are operational from 8.30am-12.00pm and 2pm-4.00pm on these days

Friday - Sunday

Closed

- **AFTER HOURS & EMERGENCY**

Outside of surgery hours medical Care is available by phoning Inverell District Hospital on **02 67219500** where nursing staff will attend to your call.

For all medical emergencies telephone **000** and ask for an ambulance.

- **BILLING ARRANGEMENTS**

We offer a discount to Pensioners who bring a current entitlement card.

We are a private billing practice. Information about our fees and services are available at reception. Payment at the time of consultation is required.

Payment can be made by cash, credit card or EFTPOS.

DVA patients are fully Bulk Billed.

▷ **Please see the Rear Cover for more practice information.**

- **SPECIAL PRACTICE NOTES**

Telephoning Your Doctor. Although most problems are best dealt with in consultation, a doctor will always be available during normal surgery hours for emergency advice. Our staff are experienced in helping you decide whether the matter requires an appointment, a return phone call from the practice, or urgent advice.

St Elmo Medical Practice has an email available. Patients are able to make contact via this method of communication. We aim to provide prompt attention to your requests.

Patient Details. Please advise us of any changes to your mobile or phone number and your address. We must have an emergency contact registered for each patient.

Management of Your Personal Health Information. 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. Patients can obtain access to their own personal Health Record via eHealth registration.

Suggestions & Complaints. If you are unhappy with any aspect of the care you receive from this practice, we are keen to know about it. Feel free to talk to the doctor or manager about any problems you have with your service.

We believe that problems are best dealt with, within the practice. However, if you feel there is a problem you wish to take up outside, you may prefer to contact the Health Complaints Commission. Locked Bag 18, Strawberry Hills, NSW 2012. Free call: 1800 043 159

Patient Privacy. This practice protects your personal health information to ensure it is only available to authorised staff members for the intended purposes and to comply with the Privacy Act. To obtain a copy of our Privacy Statement or your medical records, please ask.

Reminder system. Because our practice is committed to preventive care, we may send you an occasional reminder regarding health services appropriate to your care. If you wish to opt out of this, please let us know.

Test Results. Results are reviewed by the doctors and acted on in a timely manner, with your health in mind. We will contact you if necessary.

- **APPOINTMENTS**

Consultation is by appointment. Urgent cases are seen on the day.

Home Visits. If you require a home visit for special reasons, please request this first thing in the morning.

Booking a long appointment is important for more complex problems – insurance medical, health review, counselling, a second opinion, etc. This may involve a longer wait. Please bring all relevant information.

Please notify us if you are unable to attend an appointment, well in advance.

If more than one person from your family wishes to see the doctor at the same time, please ensure a separate appointment is made for each family member.

Time is valuable to all of us. If you fail to attend appointments without adequate explanation, we cannot guarantee your future booked appointments.

- **OTHER SERVICES**

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| * On-Site Coagulation Testing | * Cryotherapy |
| * Telehealth conferencing with specialists | * Pelvic Floor Chair |
| * Travel Vaccination/Q fever vaccination | * Yellow Fever Vaccination |
| * Preventative Health Program | * Minor Surgery |
| * Exercise Physiologist / Physiotherapist | * Family Planning |
| * Laverty Pathology Collection Centre | * Obstetrics |
| * Hot Doc Reminder Service | * ECG/Spirometry |
| * Visiting Health Professional - Dr Power Paediatrician | |