**St Marys Skin Cancer Clinic and Medical Centre Patient Information sheet:**

Opening Hours:

Monday to Friday: 8:00 am – 5:00pm

**In case of an emergency, please dial 000**

For a Doctor after hours please call 13 SICK (13 7425). This is a bulk billed service for Medicare Card holders, where a Doctor will come to see you in your home.

**Appointments**

Our practice runs off an appointment system. Your appointment will generally go for 15 minutes for skin checks, GP consults and minor procedures. Longer consultations are saved for surgeries and in some instances can be available upon request. Please let the reception staffs know when making your appointment that you require a longer consultation.

Emergencies will always be given priority and our reception staff will attempt to notify you of any unforeseen delays to your treatment.

Our clinic also accepts walk in appointments. Please speak to our receptionist to see if the clinic has any appointments available for you.

If you need interpreting service, please let the receptionist know when you make your appointment.

**OUR COMMUNICATIONS POLICY:**

**KEEPING IN TOUCH**

If you have any questions regarding your treatment, please phone the clinic on (02) 9623 7777 and speak with the nurse or one of our reception staff. If you are wanting to speak to your Doctor, we will book a teleconsult for you and will endeavour to have all teleconsults conducted within 2 working days (please let the staff member know if you require to speak to your Doctor urgently so we can accommodate for this).

If you have a non-medical inquiry (i.e. informational or administrative only) you can also contact the clinic via email: stmarysskincancerclinic@gmail.com

We endeavour to return all calls and/or emails as soon as possible.

**SHARING YOUR MEDICAL INFORMATION**

If you require your medical records to be transferred to another practice, please provide the request in writing (email or fax accepted) and we will provide this to your doctor in a timely manner. You MUST include your full name, address and DOB in your request. As well as the Clinic/Centre/Doctor’s name, email, fax and telephone number. Records will only be forwarded to Doctors, Specialists, Hospitals or Medical Clinics/Centre’s. We will not email or fax directly to requesting patient. Please allow at least 24 hours’ notice for such requests.

Alternatively, you can visit your GP/Specialist and they can request the records directly – this usually requires you to sign a request form before they send it. This is the quickest way for results to be transferred.

**Test Results**

All test results are strictly confidential and in order to protect your privacy, this practice does not give results to patients over the telephone/email. This is to avoid breach of relevant privacy laws, and to avoid a situation where patient may be unable to understand the implication of any findings.

The doctor will advise you at the time of testing when you can expect your results to return. All urgent results will be followed up with the patient directly.

**Our Open Dialogue Policy**

At St Marys Skin Cancer Clinic and Medical Centre, we actively encourage an open dialogue between both our doctors and our patients about the various care and treatment options available.

**Management of Your Personal Health Information**

Your personal health information is collected and used directly in association with your health care. It is a confidential document and it is the policy of this practice to maintain the security of medical records at all times.

We will ensure that your information is only available to authorised staff or we will seek your permission before disclosing it to any third party.

The patient’s right to privacy is respected at all times. We abide by the Australian Privacy Principles. If you have any concerns about your health information privacy or if you would like a hard copy of our privacy policy, please let your doctor or reception staff know.

**Reminder System**

Our practice is committed to providing you with the best preventative care possible. Practice staff will seek your permission to be included on our reminder system and may issue you with a reminder notice on occasion.

If you do not wish to be a part of this system, please let your doctor or practice staffs know.

**Cultural Background and Ethnicity**

It is the commitment of our practice to provide the best preventative care. To ensure that your care is tailored to your needs, staffs at this practice encourage patients to identify their cultural background and/or ethnicity on their medical record.

If you identify with a particular cultural background, please let you doctor, or reception staff know.

**Patient Rights – Complaints and Feedback**

If you have a problem with your health care or have had a negative experience when visiting our surgery, we would like to know.

Please feel free to discuss any problems you may have either with your Doctor, or with the Practice Manager Elle Towner. This can be done in person, over the phone (9623 7777) or by emailing us at stmarysskincancerclinic@gmail.com.

Alternatively, you may want to write to us (address at the top of page) or use one of our complaint feedback forms kept at reception.  Complaints can also be made to the NSW Health Care Complaints Commission (Locked Bag 18, Strawberry Hills NSW 2012). All complaints are taken seriously, and you can remain anonymous if you wish.

**Privacy**

At St Marys Skin Cancer Clinic and Medical Centre, we have advanced technology for data security. We keep your data secure through a comprehensive set of policies, processes and infrastructure including access controls, firewalls, data encryption, intrusion detection, system redundancy, and more.

We have uncompromising policies and procedures in place to maintain the security of your personal health information at all times and to ensure that this information is available only to authorised members of staff. Your medical records, including your medical history and test results, cannot and will not be shared with anyone outside the Centre, regardless of their relationship to you, without the express consent and authorisation of you, the patient. In certain restricted circumstances the information may be used for the purposes of in-house research, practice meetings and quality assurance but only in a form where the patient cannot be personally identified.

**Repeat Prescriptions and Referrals**

If and when you require a repeat prescription for medication, we request that you make an appointment to see your regular doctor at the Centre. If you wish to be referred to a specialist, you must see a doctor in person first. The reasons for this are that a specialist cannot see a patient without a referral from a General Practitioner, and the General Practitioner must first evaluate the patient’s needs to judge whether a referral is needed and whom to best refer the patient to. In most cases the doctor will be happy to refer you to the specialist you wish to see. Medicare does not allow backdated referrals.

**Medical Certificates**

Medical Certificates are legal documents. They can only be issued for genuine medical conditions that require the patient to take time off from work or study. To obtain a medical certificate you must first attend a consultation with a doctor. It is illegal for doctors to back-date medical certificates.