



Patient Information Sheet

Repeat Scripts

For all Prescription requests, please make every attempt to book an appointment with your usual Doctor. In the event of an urgent one or your regular Doctor is unavailable, please book an appointment with the next available Doctor. Repeat Prescriptions are available to regular patients of our practice for a fee of \$10 If you have attended the practice in the last 3 months.

Test results

Please allow several days for routine pathology results to be processed. Urgent tests are usually available within 24 hours. Our practice policy is that we do not provide medical information (including pathology and radiology results) over the phone or by email in order to protect your privacy. Accordingly, we encourage you to make a follow up appointment to discuss your results with your doctor.

Recall system

Our clinic employs a recall system for urgent and abnormal results. Patients who have consented for SMS services will receive secure mobile notifications through our online booking portal for those abnormal results. Those who haven't consented or don't meet the criteria for SMS services, our reception staff will contact you to schedule appointments with the doctor. In cases of urgent results, the doctor will personally contact you. We strongly encourage booking appointments to discuss results and plan further treatment with your doctor, as our practice prioritizes preventative healthcare. If you prefer not to participate in our reminder system, kindly inform our staff.

Communication policy

As a courtesy to our patients, we try not to interrupt the doctor while in a consultation. Should you need to speak with a doctor, staff will take a message and pass it onto the doctor. Due to the demands on the doctors' time, the only way we can guarantee a response is for you to make an appointment.

Privacy and management of your personal health information

Your medical records are private and confidential and we are committed to maintaining your privacy at all times. Accordingly, your medical records are password protected and only available to authorised members of staff. All pathology and radiology results are transmitted to the Practice via secure electronic messaging and are automatically integrated into your health record. All information is managed in accordance with the 13 National Privacy Principles of the Privacy Act 1988, available at www.oaic.gov.au or www.privacy.gov.au/health/index.html

Patient feedback

Beecroft General Practice is serious about the quality of our service and our continuing improvement. Feedback is welcome in any form. Please feel free to talk to your doctor, nurse or our Practice Manager. You may prefer to use our 'Suggestions Box'. We take your concerns, suggestions and complaints seriously. We believe that problems are best dealt within the practice, however, if you wish to take the matter further and lodge a formal complaint, you could contact: Health Care Complaints Commission, Locked Mail Bag 18, Strawberry Hills NSW 2012, 1800 043 159.