



# PartridgeGP

## Patient Information Booklet



PartridgeGP provides a **professional, comprehensive** and **empowering** healthcare service promoting health and wellbeing as well as managing illness. The GPs at PartridgeGP are independent practitioners and are responsible for all decisions regarding patient medical treatment and healthcare.

## Our Clinical Team



**Dr Nick Mouktaroudis**  
MBBS, FRACGP  
Practice Principal

- ✓ General Health Care
- ✓ Skin Cancer Medicine
- ✓ Chronic Disease Management
- ✓ Shared Palliative Care
- ✓ Travel Medicine
- ✓ Occupational Medicine



**Dr Nick Tellis**  
MBBS, FRACGP  
Practice Principal

- ✓ General Health Care
- ✓ Mental Health & Counselling
- ✓ Chronic Disease Management
- ✓ Shared Palliative Care
- ✓ Travel Medicine
- ✓ Occupational Medicine



**Dr Monika Moy**  
MBBS, FRACGP

- ✓ General Health Care
- ✓ Women's Health
- ✓ Contraception
- ✓ Chronic Disease Management



**Dr Penny Massy-Westropp**  
MBBS, FRACGP

- ✓ General Family Health Care
- ✓ Chronic Disease Management
- ✓ Indigenous Health
- ✓ Women's Health



**Dr Gareth Boucher**  
MBChB, FRACGP

- ✓ General Health Care
- ✓ Chronic Disease Management
- ✓ Shared Palliative Care
- ✓ Occupational Medicine



**Dr David Hooper**  
FACRRM

- ✓ Gastrointestinal Diseases
- ✓ Dermatology
- ✓ Minor surgeries



**Dr Jennifer Becker**  
MBBS

- ✓ Sexual Health
- ✓ Women's Health
- ✓ Adolescent Health



**Dr Nici Williams**  
FRACGP FARGP

- ✓ Refugee Health
- ✓ Obstetric Shared Care
- ✓ Skin concerns
- ✓ Indigenous Health
- ✓ Contraception

## Our Registrar Team



PartridgeGP is proud to partner with GPEX to train new General Practitioners.

Registrars are qualified, experienced doctors who are training to specialise in General Practice.



**Dr Katherine Astill**  
MBBS B.Physio

- ✓ Women's Health
- ✓ Children's Health
- ✓ Musculoskeletal Issues

*Returning August 2019*

- ✓ Gastrointestinal Diseases
- ✓ Dermatology
- ✓ Minor surgeries

*On Maternity Leave May 2019*



**Dr Abby Mudford**  
MSc (Biomed) MD



**Dr Clare Mackillop**  
MBBS

- ✓ General Health Care
- ✓ Family Medicine
- ✓ Women's Health

## Practice Opening Hours

**Monday to Friday** 8.30am – 5.00pm  
**Saturday** 8.30am – 12.30pm

## Our Allied Health Partners



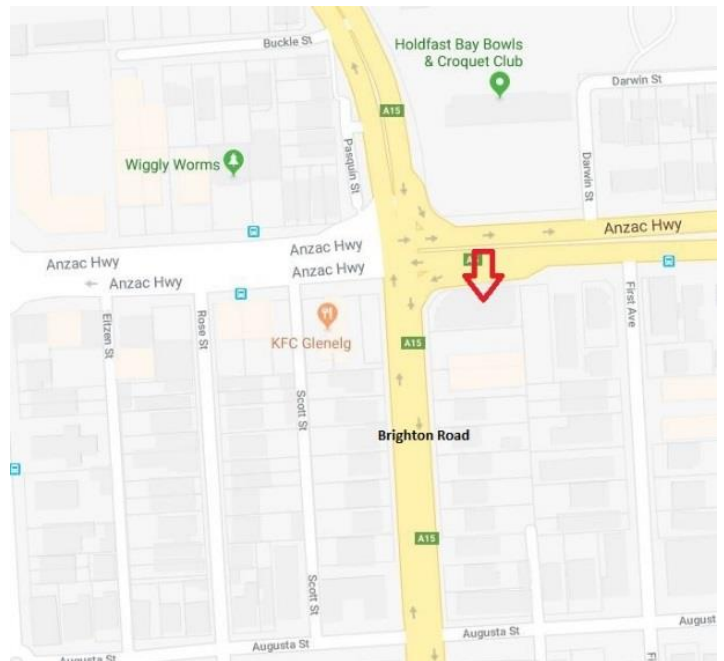
Australian Clinical Labs are located within our Practice.  
The opening hours for the collection centre are:

**Monday to Friday** 8.00am – 12.00 Noon  
**Saturday** 8.30am – 12.00 Noon

## Access and Parking

Parking is available at our Practice, via a left turn off Anzac Highway. If you are travelling north on Brighton Road, you can access Anzac Highway via a right turn into Augusta Street, left into First Avenue, and left onto Anzac Highway. Our Practice has been designed for wheelchair access.

The Glenelg area is well connected to public transport. Please visit Adelaide Metro for more information regarding public transport timetables and routes.



## Booking an Appointment with us

Our practice operates on an appointment basis. Standard Consultations are approximately 15 minutes. If you need more time with your doctor, please arrange a long consultation when making your booking. We also offer an online booking system that can be accessed via our website or from your mobile device, and is available 24/7. You can download the "**HotDoc App**" for iPhone & Android from our website. Alternatively you are welcome to call our Reception Team on **08 8295 3200**.

## Consultations

Our appointment system caters for urgent, non-urgent, complex, planned chronic care and preventative healthcare. Emergencies will always be given priority and our reception team will attempt to contact you if there is any unforeseen events that may affect your appointment time.

## Consultation Fees

We are a private billing practice and therefore you will need to pay your consultation fees on the day you attend our Practice. Consultation Fees not paid on the day may incur an additional charge.

**Standard Consultation** - \$ 93.20 (Adult) – Medicare Rebate \$ 38.20

**Long Consultation** - \$ 153.95 (Adult) – Medicare Rebate \$ 73.95

Department of Veteran Affairs Card Holders and Children 0 – 10 years old are Bulk Billed on week days, and we offer a reduced consultation gap for Aged Pensioners and children 11 – 16 years old. For detailed information regarding our consultation fees please see the flier attached to the back of this booklet.

**All new patient appointments** are booked as a **Long Consultation** to allow the doctor to take a medical history as well as treat your current concerns.

670 Anzac Highway, Glenelg SA 5045  
P 8295 3200 | F 836 3785  
E reception@partridgegp.com.au  
www.partridgegp.com.au  
After hours: 0882953200



Minor Procedures

### Minor Procedures & Wound Management

When the doctor performs a minor procedure or post-procedure follow up you may incur a private facility fee to assist with the cost of surgical consumables such as wound dressings, suture materials and local anaesthetic. For further information please speak with our Practice Nurse.

### After Hours

After Hours Services are provided by the PartridgeGP practice principals accessed by dialling **0882953200** all hours.

### Emergencies

In an emergency, please dial **000** or attend the nearest hospital. The nearest hospital to our practice is:  
Flinders Medical Centre | Flinders Drive Bedford Park SA | **P (08) 8204 5511**

### Urgent Appointments

Urgent appointments will be seen by the next available GP. Please advise our Reception if you believe you require an urgent appointment. Emergency Home Visits and Nursing Home Visits may be available on request.

### Telephone Interpreter and National Relay Services

If you or a family member require an interpreter, please advise our Reception Team when making your appointment. We use the Telephone Interpreter Service (TIS) 1300 131 450 for patients from non-English speaking backgrounds. We also use National Relay Service (NRS) for patients with a hearing impairment. We can organise an "over the phone" service or within 48 hours if an "onsite" service is required.



### Prescriptions, Referrals & Forms

An appointment with a GP needs to be made for all scripts, referrals and forms unless you make a prior arrangement with your GP. A fee may be incurred for an out-of-consult service.

### Telephone Policy

Most issues are best dealt with in consultation with Your GP. Please inform our Reception staff if your call is urgent. Your call will be transferred to one of our Practice Nurses to be triaged.

### Investigations / Test Results

All results are reviewed by the treating GP. We ask that patients follow up results with a GP appointment.

### Recalls & Reminders

We utilise an SMS service to advise you of the need to attend for a recurring test or a review appointment. These reminders may be for a Care Plan/Review, Immunisation, Cervical Screening Test or for Review of a Medical Condition.

## Patient Feedback

Occasionally we invite patients to complete questionnaires in relation to our practice and services, and how you think we can improve. These surveys are confidential and assist us to continually improve our practice.

However, if you have any concerns or suggestions please feel free to contact our Practice Manager Hayley Roberts.



## Patient Privacy

For information on how we collect, use, hold and share your personal information please visit our website and download our PartridgeGP Privacy Policy under the "Resources" tab. Alternatively, you can collect a copy from our Reception Team.

## Complaints

If you are unhappy with any aspect of your care, please ask to speak with our Practice Manager Hayley Roberts. External complaints can be made to:

**Health & Community Services Complaints Commissioner**  
**Level 4 East Wing, 50 Grenfell Street, Adelaide SA 5000**  
**P 08 8226 8666 or 1800 232 007**

## We look forward to welcoming you to PartridgeGP!



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670 Anzac Highway, Glenelg SA 5045  
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E [reception@partridgegp.com.au](mailto:reception@partridgegp.com.au)  
[www.partridgegp.com.au](http://www.partridgegp.com.au)  
After hours: 0882953200





**PartridgeGP Practice Fees**  
Current as at 1<sup>st</sup> August 2019

STANDARD CONSULT ITEMS					
STANDARD PATIENT FEES					
Item	Description	FEE Mon - Friday	Medicare Rebate	Out of pocket Mon - Friday	Out of pocket Saturday
3 (a)	Brief Consultation	\$ 62.45	\$ 17.45	\$ 45.00	\$ 55.00
23 (b)	Standard Consultation	\$ 93.20	\$ 38.20	\$ 55.00	\$ 65.00
36 (c)	Long Consultation	\$ 153.95	\$ 73.95	\$ 80.00	\$ 90.00
44 (d)	Extended Consultation	\$ 218.85	\$ 108.85	\$ 110.00	\$ 120.00
PENSIONER and CHILDREN 0 – 16 years old					
Item	Description	FEE Mon - Friday	Medicare Rebate	Out of pocket Mon - Friday	Out of pocket Saturday
3 (a)	Brief Consultation	\$ 37.45	\$ 17.45	\$ 20.00	\$ 30.00
23 (b)	Standard Consultation (15 min)	\$ 73.20	\$ 38.20	\$ 35.00	\$ 45.00
36 (c)	Long Consultation	\$ 128.95	\$ 73.95	\$ 55.00	\$ 65.00
44 (d)	Extended Consultation	\$ 178.85	\$ 108.85	\$ 70.00	\$ 80.00
CHILDHOOD IMMUNISATION CONSULTATIONS ARE BULK BILLED TO MEDICARE					
VETERAN AFFAIRS GOLD CARD HOLDERS ARE BULK BILLED AT ALL TIMES					

ADMINISTRATIVE OR OUT-OF-CONSULT SERVICES		
Item	Description	FEE
SCRIPT	Script – No Appointment	\$ 35.00
REF	Referral – No Appointment	\$ 35.00
MEDCERT	Medical Certificate – No Appointment	\$ 35.00
PEMED	Pre Employment Medical Examinations	\$ 205.00 + GST
DRIB	Commercial Driving Medical	\$ 175.00 + GST
DNA	Did Not Attend Fee	\$ 65.00

**For a comprehensive insight into our Practice Fees please call our friendly reception team for further information on our services.**