

Our Business Hours:

Monday – 7.30am to 5.30pm

Tuesday – 7.30am to 5.30pm

Wednesday – 7.30am to 5.30pm

Thursday – 7.30am to 5.30pm

Friday – 7.30am to 5.30pm

Saturday – 9.00am to 12.00pm

Sunday's – Closed

Public Holidays – Selected Public Holidays maybe open.

Practice Communication

Our practice can be contacted during business hour on 02 4334 3222 to speak to our receptionists. Our receptionists can become extremely busy, and we ask that you remain patient during a high volume of calls. We do have a "Online Booking" for existing patients. Please go to our website www.bayvillagemedical.com.au and click on the online booking tab.

Practice fax line – 02 4333 1663

Faxes can also be faxed through as attached pdf email – faxes@bayvillagemedical.com.au. This can be used for simple and administrative communications to doctors and staff. Please note this should not be used for urgent medical problems or to obtain health advice as it is not monitored continually throughout the day. Our email policy can be found on our website.

Telephone calls – Our doctors will take calls from pharmacies and other health professionals in relation to our patients

We ask that patients book a Telehealth phone call to discuss matters with their doctors.

All patient enquiries regarding results and scripts must make appointments. Please do not make requests via email

Our Practice runs by Appointments

Our practice runs by appointments

- Online appointments can be made through our website on www.bayvillagemedical.com.au click on the online appointment tab. This is for existing patients only
- New Patients – are welcome. Selected doctors will see new patients.
- New Patients will be asked to pay a \$50 deposit for their upcoming appointment to secure an appointment with our doctor. This will be processed with your private consultation fee on the day of your arrival and after your consultation to secure your rebate/refund for Medicare.
- All new patient's whether you are a concession card holder, or children will be asked to provide the \$50 deposit.
- The practice has introduced the deposit due to patients booking new patient appointments for 20 mins and not arriving.
- Patients that regularly book appointments and do not attend are recorded and monitored, and made inactive in our system.
- Patients that continue to not arrive for their booked appointments, will be sent a "Did Not Attend" letter, to inform the patient of a fee of \$50 for them to return to the practice as a patient.
- Regular Patients – requesting results and or scripts are able to book a telehealth appointment to receive these results and or e-script for regular medication
- We appreciate your time and aim is to see you promptly. To assist us in keeping to time please advise us if you need to bring another family member to an appointment or if you feel you may need a longer appointment will be required.
- When you have multiple problems or a complex issue to discuss, and may require a longer appointment.

Telehealth Appointments

Telehealth appointments available. Please note: As per Medicare requirements, you must have been seen face to face at the practice within the last 12 months to be eligible for a telehealth appointment. Telehealth appointment.

Telehealth appointments are approximate, and the Doctor will call you when they are ready to speak with you on the number you provide in your demographics as your contact number.

Walk in Patients

- Are triaged as appropriate
- Non-Urgent walk in patients are accepted if there is an available appointment.
- Urgent unwell patients will be triaged to the nurses to assess the urgency and triage in with any doctor on duty that is available on the day of presentation

Results

If your doctor gives you a pathology request form or radiology request form.

Please remember to book a telehealth appointment to receive your results, even if there is no action required.

Practice Recall System: The practice will contact you if your doctor has requested an "Urgent" or Non-Urgent" recall appointment.

Reminders

- Doctors will ask you to book ahead when due for routine medication, injections or managing your chronic disease plans, and procedures
- The practice will confirm the day before your booked appointment as a reminder
- Please make sure you can confirm your attendance
- If the practice has your consent to receive SMS reminders, we will remind you via SMS to your mobile phone.

Home Visits

Our practice does have home visits available for patients who are too ill or disabled to attend the practice. These are booked daily with your doctor when they are able to attend the home. Please contact reception to make an appointment.

After Hours Service

There are 3 ways to contact our afterhours service

- **Call 13SICK (that's 137425)**
- **Download the App**
- **Online at 13SICK.com.au**

Or phone our practice after our business hours, and the call will be triaged through to the 13SICK reception.

Social Media Policy

This practice does not engage in direct marketing.

Practice Email Policy

If you have any concerns regarding the privacy of your personal health information or the accuracy of the information held by the practice, you should discuss these with practice staff.

Our practice does not communicate via email due to security reasons.

Our Website

If you have questions or a complaint about the privacy of your personal information, please ask to speak to the privacy contact officer at the practice.

Further information on privacy legislation is available from:

Health and Community Services Complaints Commissioner (HCSCC)

South Australia – 08 8226 8666

www.hcsc.sa.gov.au

Practice contact details –

Bay Village Medical Centre

3-5 Farrar Road

Killarney Vale NSW 2261

Phone: 02 4334 3222



Bay Village Medical Centre Practice Information 2024

Last Reviewed March 2024