

# ProHealthCare

## PATIENT INFORMATION

### **Appointments**

Please call our clinic during business hours to make an appointment or book your appointment online at any time of the day via our online booking system. You may also use the AMSConnect App to book appointments and to check-in when you arrive for your appointment.

Our standard consultations are 15 minutes, though longer consultation times are available. You may require more time for mental health consultations, multiple issues, and for procedures. Please speak with our reception staff so that we can ensure we allocate enough time to meet your needs.

We will always prioritise urgent medical conditions. We will always strive to see unwell children on the same day. Please advise our reception staff if you think your health issue is urgent and we will address this accordingly.

Please advise our reception staff when you book if you require an interpreter service or the National Relay Service (for those with a hearing impairment). 48 hours notice would be appreciated for in-person translation services, although we can arrange a telephone based service at shorter notice.

If you are unable to attend your appointment please advise us via telephone or cancel your appointment via SMS reply or the AMS Connect App as soon as possible. Failure to attend your scheduled appointment without notice will result in a non-attendance fee.

### **TeleHealth Consultations**

Prescriptions can be sent to you using eScript – where a QR code is sent via SMS to your mobile phone, or to your email account.

### **New Patients**

Please arrive 10 minutes early to your appointment so you can complete the registration forms if you have not done so online. Our policy is that your first visit to Pro Health Care is a long (30 minute) appointment. This allows us to carefully review your medical history, address your health needs and ensure comprehensive ongoing care.

If you would like your medical records transferred to us from your previous practice please complete a Transfer of Medical Records Consent Form (also available from our receptionists). We will then contact your previous health care provider to arrange transfer of your medical records.

## **Out of Hours Care**

As a patient of Pro Health Care, you have access to 24 hour medical care. After hours we have a rotation of on-call doctors that are able to provide an initial tele-health consultation where required, which can be escalated to a face to face consultation if necessary. This service is available to existing patients only and fees will apply in the event that you decide to proceed to a tele-health consultation. For emergency/urgent care please dial 000.

## **Prescriptions, referrals and medical certificates**

All repeat prescriptions, referrals and medical certificates require a consultation with your doctor to ensure appropriate, current treatment. Where appropriate, referrals and medical certificates from TeleHealth consultations can be emailed to you on request.

## **Results**

It is important that all test results are followed up in a consultation with your doctor.

If your Doctor has requested you return for follow up of non-urgent results, you will be sent a secure SMS from our dedicated SMS number 0409 761 916. You may opt out of this service at any point.

We can provide results of the Cervical Screening Program and Bowel Screening Program over the phone. We do not give any other results over the phone or via email.

## **Reminder Systems**

Good preventative care is a key part of our role as your General Practitioner. We use a computerised reminder system and may be in contact with you to offer preventative health care, relevant to your health needs. If you do not wish to receive reminders please let your doctor or our reception staff know.

## **Your Privacy**

At Pro Health Care we keep records of your personal details and medical history. We adhere to strict guidelines for your privacy. We are happy to provide you with a copy of our privacy policy at any time.

## **Communication**

### ***Telephone***

All telephone calls are answered by our reception staff. Our staff will ask you if your matter is an emergency before placing the call on hold (if required).

Our staff will confirm your identity with three approved patient identifiers such as your name, date of birth, and address.

Our doctors are not routinely available to take or return patient phone calls during consulting hours, so our reception staff and nurses will handle your requests. They will liaise with our doctors as required. We aim to provide timely communication and to appropriately deal with your requests in a respectful manner.

### ***Email***

Email is not a secure form of communication with regards to patient privacy. We use fax and secure electronic messaging as our main communication tools in order to maintain your privacy.

No medical advice is given via electronic communication. Any correspondence we receive will be documented in your patient file. The practice email account is routinely checked and your email will be reviewed and responded to within 72 hours.

### ***Facebook***

Our Facebook page updates practice information and provides health promotion. This page is intended for announcements only and should not be considered specific medical advice. We do not regularly check messages on Facebook, so please refrain from using this to get in contact with us.

## **Your rights**

We are committed to providing a quality service. If you have a problem, we would like you to share your concerns with us. We take any concerns, complaints or suggestions seriously.

## **Complaints & Feedback**

We are committed to continuing to improve our practice, and we welcome and appreciate your feedback. We have a suggestion box located in our waiting rooms and our team will review and action your suggestions regularly.

We also take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. Please send your complaint to John-Paul Chitti, Pro Health Care Head Office – 678 Port Road, Beverley SA 5009. All complaints will be addressed within 7 days. If you wish to pursue a problem outside this practice, information is available from: Health & Community Services, Complaints Commissioner, PO Box 199, Rundle Mall, Adelaide SA 5000 Phone: (08) 8226 8666.