

SERVICES

This practice provides ECG, Warfarin care, Spirometry, Mental Health, Skin Cancer Checks, Immunisations & Travel Vaccination, Women & Men's Health, Workers Compensation Consults, Minor surgery & removal of skin lesions, Chronic disease management, Diabetes Management, Antenatal & shared care, Pap Smears & Family Planning

FEEDBACK - COMPLAINTS

We welcome any suggestions/comments to improve our service. If you are unhappy with any aspect of our care please speak with our Practice Manager or your Doctor or put your concerns in writing to the Practice Manager.

We take complaints seriously, and endeavour to respond to your query or situation promptly, professionally and in a courteous manner.

If you require further assistance, or you feel your complaint has not been met with an adequate response, contact the Health Care Complaints Commission on 1800 043 159 or in writing to Locked Bag 18, Strawberry Hills NSW 2012.

INTERPRETER SERVICES

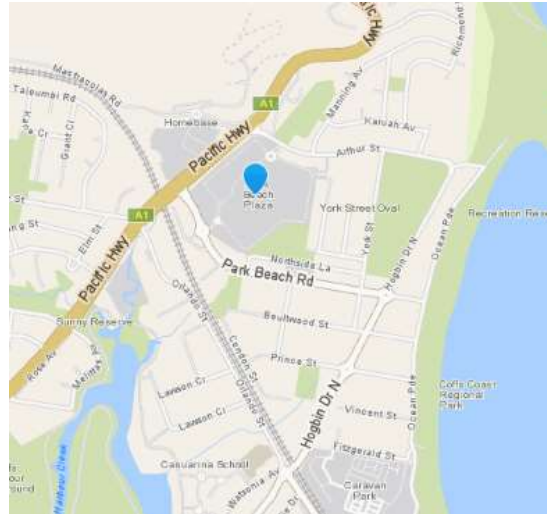
Translator – Interpreter services available on 131 450.

ELECTRONIC CONTACT

You may email the clinic for general queries. Information/health advice will only be given during a face to face consultation with your GP. For urgent queries you must call the clinic. Our emails are only monitored once a day.

PRIVACY POLICY

To comply with the Privacy Amendment (Private Sector) Act 2012, and the Australian Privacy Principles, all information collected is treated as “sensitive information”. All patient's health records and information are handled and stored to protect the privacy of the patient.



Shop 60, Park Beach Plaza
Coffs Harbour NSW 2450

PATIENT CONDUCT

All staff in this practice have the right to work in a safe and secure environment where abusive, disruptive or aggressive behaviour will not be tolerated.

Anyone who yells, threatens or pushes people will be asked to leave.



PLAZA MEDICAL CENTRE

Ph: 02 6651 6868 - Fax: 02 6651 6188

E-mail:

reception@plazamc.com.au

Website:

www.plazamc.com.au

ONLINE BOOKING NOW AVAILABLE

HOURS OF PRACTICE

Monday - Thursday 8.00am to 5.00pm

Friday 8.00am to 4.30pm

New Patients and Walk-ins Welcome

(Subject to appointment scheduling)

GPA Accredited Clinic



Certification No. QPA19-6071
Accredited by Quality Practice Accreditation Pty Ltd

Thank you for choosing to visit Plaza Medical Centre, where we strive to meet your medical needs. For your medical needs we have Sullivan & Nicolaides Pathology, Coffs Harbour Radiology, and Terry White Pharmacy located nearby.

AFTER HOURS CARE

GP After Hours Helpline 1800 022 222

Coffs Harbour Health Campus

Ph: (02) 6656 7000

IN AN EMERGENCY

If you require urgent medical attention, please dial 000 (Zero) for assistance and ask for Ambulance.

APPOINTMENTS

It is advisable to make an appointment, however we do our best to assist all walk-in patients within a reasonable time. Standard appointments are 15mins, if you require a long appointment please request an appointment of 20-30mins. Emergencies and booked appointments have priority over patients without an appointment. Please be advised that fees may apply if appointments are missed without prior cancellation.

HOME VISITS

Home visits are available at the discretion of your treating Doctor, and are available to categories of patients by previous arrangements, fees will apply.

TRIAGE

In all cases, please see the receptionist upon entry to the Medical Centre so they may assess your needs and check you in. If you are having any of the following, inform the receptionist without delay:

Chest Pain	Difficulty Breathing
Bleeding	Vomiting
Convulsions	

OUR DOCTORS

Dr Andrew Duguid (Mon, Tue, Wed & Fri)

Dr Shahab Shirazi (Mon & Thur)

Dr David Ellis (Mon-Wed)

Dr Amanda Henderson (Mon-Fri)

Dr Claire Cooper (Tue, Fri)

Dr Neville Wulff (Mon-Thur)

Dr Stephanie Kerr (Mon, Wed)

Dr Alex Kalic (Mon-Fri)

Dr Devon Butler (Tue, Thur)

Dr Scott Wilsmore (Wed, Fri)

OUR STAFF

Practice Manager—Lynda

Receptionists – Lee, Jenna & Diane

Registered Nurses— Christine, Judi, Robyn, Nerrida and Cathy.

Our nurses are happy to assist you with medical queries where they can, and assist the doctors to provide you with the best possible medical attention.

Our reception staff can assist you with all administrative queries, such as appointments and general centre queries. Reception staff are not qualified to discuss clinical information such as results.

TELEPHONE CALLS

Telephone calls will be triaged by the nursing staff, where necessary calls will be referred to the Doctor. To minimise interruptions to your consultation, you may be required to leave your contact numbers and a message, your doctor will return your call at their earliest convenience.

FEE POLICY

We are a mixed billing clinic. For fee paying patients, payment is required on day of service. Failure to pay clinic fees on time may result in future appointment requests being declined. EFTPOS and cash facilities are available. Please see reception for a current list of our GP's fees.

Should your Doctor refer you to a Specialist or for investigations fees may apply. You will need to discuss the fees with the specialists' rooms.

RECALL - REMINDER SYSTEMS

Our Practice is committed to preventative care, all patients are offered the opportunity of being in a reminder system for a range of clinical issues. You are automatically placed on the National/State/Territory reminder systems unless you state otherwise.

RESULTS

Our Doctors policy is that your results are best discussed in consultation. Please make a follow-up appointment if you are sent for investigations.