

Practice information

Mission Statement

Our Mission is to provide the highest standard of patient care incorporating a holistic approach toward diagnosis and management of illness. Medical and Travel – Dickson is committed to promoting wellness and disease prevention to all patients. We do not discriminate in the provision of excellent care and aim to treat all patients with due respect.

Appointments

Seeing a doctor or nurse requires an appointment. Appointments can be made by phoning our rooms on (02) 6257 3853 or booked online via our Home Page. Every effort will be made to accommodate your preferred time and doctor, and emergencies will always be given priority.

The unpredictable nature of a medical practice means that doctors are sometimes running behind, usually due to emergency situations where patients require urgent medical attention. We sincerely regret any inconvenience caused to patients when we fall behind with our appointment schedule. If you have multiple health issues to discuss, please book a longer 20 or 30 minute appointment online, or advise reception staff when phoning for an appointment.

Care outside opening hours

Medical and Travel – Dickson provides 24 hour care for patients through CALMS, Canberra’s accredited after-hours locum medical service. This service is for use after hours ONLY and is located within the Zita Mary Clinic at Calvary Hospital. Please call 1300 4 CALMS (1300 4 22 567) to make a booking. If you feel that your illness/injury is of a very serious nature you should immediately call for an ambulance by phoning 000, or go to your local hospital’s Accident and Emergency.

Cancellations

If you are unable to attend an appointment, please give at least 6 hours notice to cancel your appointment otherwise a non-attendance fee may apply. This provides us with the opportunity to offer your appointment to another patient who may need to see a doctor more urgently.

Fees and billing arrangements

Medical and Travel – Dickson is a private billing practice and payment is requested at the time of consultation. We are unable to issue accounts.

Fees vary according to the Medicare item number which takes into account the duration of the consultation. We offer a Concession fee to Health Care Card holders, persons on the Aged Care Pension and children aged 6-16 years. If the fee differs from a Standard Consultation this will be discussed with you by your health care provider. Our current fee summary is available at the reception.

All children under 6 years are bulk billed.

Communication/Telephone access

Doctors in this practice may be contacted during normal opening hours. If the doctor is with a patient, the doctor may not be able to speak with you immediately, but will return your call. If your call is an emergency, you may be transferred to our nursing staff for immediate attention and advice and she will speak with the doctor on your behalf where necessary.

Translation and Communication Services

To help our doctors ensure optimal care, please advise reception staff of any communication needs at the time of booking your appointment so translation services can be arranged.

Results policy

All results are checked and notated by your doctor on a daily basis. To ensure appropriate follow up of investigations, it is advised that patients book a return appointment to allow for adequate explanation and discussion of results. In the event of an urgent result, we will contact you, however it is imperative that if you have not heard from us, that you phone us to ensure that your tests are within normal limits.

Reminder system

Our practice is interested in promoting good health through preventative medicine, therefore we have a recall system. From time to time we may contact you offering preventive health services appropriate to your care. Please discuss this further with your doctor if you have any queries about this system.

Patient information

It is important that your contact details are up-to-date and correct to enable us to contact you if required. For this purpose our staff may ask you to confirm that your contact details are correct when you attend a consultation. We request that you let us know if any of the information we hold about you is incorrect or out of date.

It is a requirement that emergency contact details are listed on file in case of an emergency. Please ensure you fill this out in your patient registration form or please ask reception to update your emergency contact details on your file.

Your health record

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. The Practice holds all personal information securely, whether in electronic format, in protected information systems or in hard copy format in a secured environment.

If you require a copy of your medical records to be transferred to another practice or for your own personal use, we ask you to complete a request form. This will incur a small administration fee.

We may deny access to your medical records in certain circumstances permitted by law, for example, if disclosure may cause a serious threat to your health or safety. We will always tell you why access is denied and the options you have to respond to our decision.

Your personal health information

We abide by the Australian Privacy Principles are contained in schedule 1 of the Privacy Act 1988 (the Privacy Act). These can be found at [oaic.gov.au](http://www.oaic.gov.au/privacy/privacy-act/australian-privacy-principles)

Personal information will only be used for the purpose of providing medical services and claims and payments, unless otherwise consented to. Doctors and staff will disclose to third parties only that information which is required to fulfil the needs of that patient. A patient’s health information may be disclosed to a third party if it is a health service provider providing a health service to the individual, and this information is necessary to ensure that further health services are provided safely and effectively. The Practice will inform the patient where there is a statutory requirement to disclose certain personal information (for example, some diseases require mandatory notification).

Due to privacy concerns, with the exception of children under 16 years of age, we can only speak with the patient about any health-related matters unless we have permission from them allowing us to speak with a third party. For children under 16 years of age, we are able to speak with the parent. If you wish to give consent for us to speak to someone else on your behalf, this can be noted on our files for future reference.

Secure communication

Our Practice sends and receives letters and reports to and from our clinical software to other providers through the use of Argus secure messaging software. Argus uses national infrastructure and is compliant with Australian eHealth and privacy standards.

We discourage all patients from using general email to send personal information to the practice as sending emails that are not encoded may be illegally accessed by third parties.

Your Rights

Feedback is important to us. Your feedback enables us to pass on compliments, address complaints and to constantly improve our facilities and services. If you have a complaint about the privacy of your personal information, we request that you contact us in writing. Upon receipt of a complaint we will consider the details and attempt to resolve it in accordance with our complaints handling procedures.

If you are dissatisfied with our handling of a complaint or the outcome you may make an application to the Australian Information Commissioner or the ACT Health Services Commissioner.

ACT Health Services Commissioner

Level 2/11 Moore St, Canberra ACT 2601

Phone: 02 6205 2222

Email: HRCIntake@act.gov.au