

## Communication

Our aim is to facilitate optimal communication opportunities with our patients. Patients will be treated with dignity and respect, and staff will be mindful of confidentiality requirements at all times.

When telephone communication is received, the urgency and nature of the call is determined to enable appropriate action to be taken in a timely matter.

Video consultation is preferred if a face-to-face consultation is not possible.

## Use of electronic communication

Consent must be obtained before Paddington Doctors engages in electronic communication with our patients.

This includes both email and SMS.

Patients are informed of the risks associated with electronic messaging through our new patient registration form.

## Test Results

Patients receive an SMS once their results have been checked by their doctor if consent has been granted.

Advice on next steps will be provided. If no prior consent is held on file patients will be contacted by telephone on their preferred number, if this is unsuccessful a letter will be posted to their postal address.

Any urgent results will be handled immediately either by a telephone consultation with your doctor or a same day appointment will be arranged by reception staff.

Results discussion consultations attract regular consultation fees.

## Patient Rights, Complaints and Compliments

Our practice, in providing patient healthcare, considers and respects patients' rights, identity, body diversity, beliefs, and their religious and cultural backgrounds.

Paddington Doctors acknowledges a patients right to complain, provide positive feedback and make suggestions. The practice website provides information on how to provide feedback effectively which will enable our practice to handle it appropriately.

Patients or others are able to complain anonymously if desired. This can be done by either email or letter.

Complaints can also be made externally to the:

NSW Health Care Complaints Commission  
Locked Mail Bag 18  
Strawberry Hills NSW 2012  
1800 043 159 (Toll Free)  
Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

## Zero Tolerance Policy

Paddington Doctors have a zero tolerance policy towards any patient aggression and violence.

General Practitioners have the right to discontinue the care of patients for routine consultations. In accordance to ethical and profession obligations, the GP will still provide emergency care if necessary.



# Paddington Doctors

From **start** to always

266 Oxford Street, Paddington 2021

Phone: (02) 9072 1660

Afterhours: 13 74 25

Email: [reception@paddingtondoctors.com](mailto:reception@paddingtondoctors.com)

## Practice Opening Hours

Monday – Friday: 8.30am – 5.30pm

Saturday: Closed

Sunday: Closed

## Practice Doctors

Dr Simon Kerr

Dr Jason Juggapah

## Practice Team

Sarah Hannigan – Practice Nurse

Kristina Xavier – Clinical Psychologist

Jocieli Reis – Dietician

## Practice Services

- Routine primary care
- Child health and development
- Antenatal Shared Care
- Cervical Screening
- ECG
- Cardiovascular Health
- Vaccinations
- Skin Checks
- Minor surgical procedures
- Implanon insertion/removals
- IUD insertion/removals
- Personal health checks
- Older person care
- Mental Health Care
- Psychology Services
- Sexual Health
- Onsite Pathology



4Cyte Pathology – No appointment needed  
Monday – Friday: 8.30am – 4pm

## Fees and Billing Arrangements

### Private Practice

Bulk billing available for DVA members

Paddington doctors do not accept cash payments

Medicare rebates are available for those who hold a current Medicare Card. We are able to process these rebates over the counter for you. A list of fees is available at reception at your request.

## Appointments

We will always ask you for 3 patient identifiers to ensure patient safety and patient confidentiality. A photographic government supplied document can be provided to ensure patient privacy.

Emergencies will be triaged and given priority. If possible, our reception staff will attempt to notify you of any unforeseen delays to your treatment.

Longer consultations are available upon request. Please let the reception staff know when making your appointment as this helps us run on term.

## Cancellation Policy

We require a minimum of 2 hours' notice if you wish to cancel or reschedule your appointment. Any cancellations within that time frame will attract a full appointment fee.

A 24 hour cancellation policy applies for private health assessments and appointments with allied health professionals, failure to do so will attract a full consultation fee.

## Telehealth

We offer telehealth and telephone consultations to eligible patients of this practice. You must be an existing patient of the practice and have been seen physically within 12 months at Paddington Doctors. Regular consultation fees apply.

## Afterhours – Care Outside Opening Hours

For emergencies call – 000

If you require non urgent care outside our normal opening hours, please contact our afterhours service on 13 74 25.

## Reminder System

An SMS will be sent 24 hours prior to your appointment confirming the appointment time and your requested doctor. If unable to make the appointment, please inform the practice.

You will also be sent SMS reminders to book in for preventative health measures.

## Management of Privacy and your Personal Health Information

Your personal health information is collected and used directly in association with your health care. It is kept confidential, and our practice maintains the security of medical records in accordance with Australian Privacy Act. We may provide de-identified data to other organisations to improve population health outcomes. If you wish to opt out please let our reception staff know.

For a full copy of our privacy policy please ask our reception team.

If you have any concerns about your health information privacy, [please let your doctor or reception staff know.](#)

## Cultural Background and Ethnicity

Australia is a multicultural society. It is the commitment of our practice to provide the best preventative care. To ensure that your care is tailored to your needs, we encourage patients to identify their cultural background and/or ethnicity on their medical record. If you identify with a particular cultural background, please let your doctor know. †

## Home Visits

Home visits are available at the discretion of each individual doctor.