

HEATH PLUS GENERAL PRACTICE INFORMATION SHEET

Address : 68 Dalkin Cres, Casey ACT 2913 PH: 02 6109 9320

Doctors at HMP

Dr. Ta Phengsiaroun
Dr. Manisha Abeya
Dr. Justin Armellin
Dr. Ming Li
Dr. Luke Freestone

Available days

Thursday - Friday
Tuesday - Friday
Monday – Tuesday – Wednesday – Thursday – Friday
Monday - Tuesday - Wednesday
Tuesday – Thursday - Friday

All of GP's are taking on new patients.

Practice Hours Monday to Friday 8 am to 5 pm – Phones open from 8 am and close at 5 pm. We are closed on weekends, all State and National public holidays, and from Christmas to after New Year.

Our after-hours service CALMS – 1300 427 567

CALMS operates outside of normal opening hours. Weekdays: The call centre operates from 6pm to 8.30am the next morning. Clinics are open at the Canberra and Calvary Hospitals from 8pm to approximately 11pm. After 11pm a doctor is available to visit patients requiring urgent attention. Weekends: CALMS call centre operates from 6pm Friday to 8:30am Monday and continues a 24 hour service on Public Holidays. The call centre will start booking clinic appointments (which begin at approximately 10am) from 7.30am. Clinics are open at the Canberra and Calvary Hospital from 10am to approximately 11pm. Tuggeranong Clinic opens in the afternoon.

- We are a Private Medical Practice – Non-Bulk Billing - Payment on the day of Consultation is required.
- All valid Medicare card holders' claims are sent to Medicare unless otherwise instructed.
- DVA card holders are bulk billed for general consults and treatment - Procedures are not claimed via DVA and payment on the day is required. You may claim the rebate from DVA, via form D1181
- DVA White Card holders are to produce information from DVA on the covered treatment.
- Health Plus General Practice does not use email as a patient contact platform.

Health Plus offers a full range of medical diagnostic treatment and referral services for all age groups. The practice also provides a range of specialized services including travel vaccination, childhood immunizations, and age health checks. Mental health consultations and mental health plans, women's health, including Mirena IUD and Implanon insertion & removal. Ferinject iron infusions, chronic disease management, GP care plans, team care arrangements, CVC, 75+ health assessments, wound care, dressings, and medical care for seniors, INR checks, and blood pressure checks. We have a skin cancer clinic with skin cancer screening, minor surgery for skin cancers, along with other minor surgery including excision of moles, suturing, removal of sutures after outside procedures, and ingrown toenail removal.

Contacting your Doctor Doctors at Health Plus do not take calls from patients during the working day. Our reception staff will send a message to the Dr with your enquiry, this message is sent via our internal messaging system and will be attached to your file for reference. The Doctor will instruct reception to process your request or to contact you with instructions/information, or the Doctor may call you back personally during the working day. Our reception staff follows privacy laws and all information received is received in strict confidence.

New patients to the practice a 30 min consultation is required for an initial consult. Under 16 years – 15 min unless the patient has an extensive medical history. We do not take on new patients with/for Worker's compensation or thirds party claims. Your records can be requested for you after your initial consultation. Only records for current patients will be requested. New patients must call the practice to book - Online bookings via Hot Doc will not be accepted.

Bookings Can be made by phone at **02 6109 9320**, in person, or via the HotDoc app with your treating Dr. Once you are in our books, and we have a mobile number listed a confirmation text is sent 24 hours prior to your appointment to remind you please confirm or cancel - Fees apply for failure to attend an appointment. While we do strive to run on time, unforeseen delays do occur. You can help by considering how long you require with your Dr. this is usually the main reason for delays.

*** Standard consult - 15 min Extended consult - 30 min Long consult - 45 min*

Fees are determined by what has taken place during the consult, not what is booked.

Home visits Health Plus does not offer home visits as a consultation option for patients. Treating doctors may offer this service, at their discretion, to long-term patients that require this service.

Nursing Home Visits Health Plus does not offer nursing home visits as a consultation option for patients. Treating doctors may offer this service, at their discretion, to long-term patients that require this service.

General and repeat scripts, referrals, and certificates An appointment is required for all referrals, certificates, or repeat prescriptions. Doctors practicing with Health Plus have a duty of care to ensure that any repeat medication or referrals remain appropriate for your current needs. Doctors' certificates are not able to be backdated on request, nor are they able to be extended on request. Patients must have contact with the Dr, this is to be via a face-to-face consult or via telehealth at the discretion of the treating Doctor.

Results We believe that patients share responsibility for ensuring that they carry out the tests requested, and follow up on the results of any tests performed.

Results that require immediate attention - you will be contacted by the Dr. or Nurse.

Results that are non-urgent but require attention - you will receive a text message asking you to book an appointment in the coming weeks.

If you do not hear from the practice after 1 week - Call to see if the results are in - If they are and you have not been contacted, book a telehealth (phone consultation) for the results. While results may be unremarkable, it is advised to confirm this with your Dr. (short-result consults may be Bulk Billed at the discretion of the treating doctor, if that is all that is discussed). Our reception staff are not medically trained and are not able to discuss results.

Workers Compensation & Third-Party Claims As of 1st July 2022, any new workers' compensation/3rd party claim consultation fees are the responsibility of the patient and will not be claimed through a third party.

Health Plus General Practice Privacy Policy Reviewed as of 1/12/2025

Introduction - This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

Why and when your consent is necessary - When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Why do we collect, use, hold, and share your personal information? - Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding, and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (e.g. staff training).

What personal information do we collect? - The information we will collect about you includes you're:

- names, date of birth, addresses, contact details
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history, and risk factors
- Medicare number (where available) for identification and claiming purposes
- healthcare identifiers
- health fund details.

Dealing with us anonymously - You have the right to deal with us anonymously or under a pseudonym, unless it is impracticable for us to do so or unless we are required or authorised by law to only deal with identified individuals.

How do we collect your personal information? - Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
2. During the course of providing medical services, we may collect further personal information. Information can also be collected through electronic transfer of prescriptions (esp.), My Health Record, e.g. via Shared Health Summary, Event Summary.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, or make an online appointment.
4. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
 - your guardian or responsible person
 - other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services, and pathology and diagnostic imaging services
 - your health fund, Medicare, or the Department of Veterans Affairs (as necessary).

When, why, and with whom do we share your personal information? - We sometimes share your personal information:

- with third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs, and this policy
- with other healthcare providers
- when it is required or authorised by law (e.g. court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of a confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (e.g. via Shared Health Summary, Event Summary).

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organisations to improve population health outcomes. The information is secure, patients cannot be identified and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

How do we store and protect your personal information? - Your personal information may be stored at our practice in various forms. At Health Plus General Practice we store all our information via our electronic records system, which also holds any photos and correspondence. We do not keep hard copies of MRIs, X-rays, ultrasounds, and CT scans. Our practice stores all personal information securely in a protected personal information system. Hard-copy files are scanned and placed into the patient's electronic file. If too large, they are kept on a hard drive in a secure location. This is noted in the patient's file.

How can you access and correct your personal information at our practice? - You have the right to request access to, and correction of, your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing and submit it to the practice. If files are to be transferred to another practice, please complete the transfer of records request – this can be found on our website, or it can be requested through your gaining practice.

Please note all persons 18 and over are required to complete and sign a separate request.

POA & EPOA are to be on file or provided before any information is released.

Health Plus General Practice sends electronic files via CD in XML & HTML format only. Through a local courier service or via registered mail if outside the ACT. Fees apply. Requests will be completed in a timely manner within 30 days of payment

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to 68 Dalkin Cres, Casey ACT 2913

How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We 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 a signed letter to Health Plus Practice Manager –68 Dalkin Cres, Casey ACT 2913.

Turnaround timeframes are specific to the complaint, general practice processes are generally 30 days. You are always able to speak face-to-face with the practice manager.

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992

Privacy and email policy – Health Plus General Practice does not use email as a patient contact platform. All Doctor requests are to be actioned via reception.

Policy review statement - This privacy policy will be reviewed regularly to ensure it is in accordance with any changes that may occur. The current version of this privacy policy will appear on the website.