



Illawarra Medical
Services

PATIENT BROCHURE

POLICIES

Privacy Policy

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.

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.

Please note that by providing us with your email address or by sending us an email, you consent to receive email correspondence from our practice in relation to your healthcare.

Collecting Your Personal Information

What personal information do we collect?

The information we will collect about you includes your:

- Names, date of birth, addresses, contact details
- Medical information including medical history, medications, allergies, adverse events, immunizations, social history, family history and risk factors
- Medicare number for identification and claiming purposes
- healthcare identifiers
- health fund details.

Why do we collect 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.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

- When you make your first appointment our practice staff will collect your personal and demographic information via your registration.
- During the course of providing medical services, we may collect further personal information.
- We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment or communicate with us using social media.
- 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
 - Medicare or the Department of Veterans' Affairs (as necessary).



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Sharing Your Personal Information

When 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 IT 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; and
- During the course of providing medical services, through eTP, My Health Record (if opted in), Medicare.

Who do we share your personal information with?

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.

Storing and Accessing Your Personal Information

How do we store your personal information?

Your personal information may be stored at our practice in various forms including electronic records, paper records, and visual records including imaging records e.g. x-rays, CT scans, MRI scans, etc.

Our practice stores all personal information securely. Your electronic record is primarily stored on our electronic Best Practice software, which is a database tailored to medical practices. Each computer is . However, we also have limited paper records which are either to be scanned, faxed or emailed to relevant provider with your consent, or collected by yourself. Imaging records are stored in a secure room which is only accessible by staff. Imaging records which have not been collected by yourself after a period, after a number of attempts to contact you, are securely destroyed by a third party provider.

How can you access your personal information?

You have the right to request access to your personal information. Depending on the nature of the information, we generally require you to put this request in writing and our practice will respond within a reasonable time.

How can you transfer your medical records?

If you would like to transfer your medical records to another practice, we look forward to receiving a signed request form from your new practice. Please note that depending on the method of transferring your records, this may incur a fee for the cost involved in reproducing your records.



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Privacy - Related Complaints

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing to reception@imsberkeley.com.au. We will then attempt to resolve it in accordance with our resolution procedure within 30 days.

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. This policy is reviewed at regular intervals and/or upon any changes that may occur to our privacy policy. Should our privacy policy be amended, a new version will be uploaded to our website. Our practice has a team member who has primary responsibility for the electronic systems and computer security.

Our practice does not store or temporarily leave the personal health information of patients where members of the public could see or access that information.

Our practice's clinical software is accessible only via unique individual passwords that give access to information according to the person's level of authorisation.

SERVICES

Available

- Ear Irrigation
- Excisions/biopsies
- Skin checks
- Implanon Insertion/Removal
- Minor Procedures
- Cervical Screening
- Workers Compensation
- Iron Infusion
- Ear micro suction
- 24 HR Ambulatory BP Monitoring

After Hours

For non-urgent matters, you can call the radio doctor on (02) 4228 5522. The radio doctor is available on weeknights (6pm - 8am), Saturday (12pm-Monday 8am), and public holidays (24 hours). For urgent matters, call 000.



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PRACTICE'S FEES

We are a mixed billing practice. This means that for some services, we will charge the upfront fees set out below. If the patient is eligible to receive Medicare benefits, the patient will receive the Medicare rebate set out below. The **out-of-pocket** cost refers to how much the patient is out-of-pocket after the Medicare rebate.

We will continue to bulk bill the following:

- Weekday consultations for patients aged under 16 years, over 75 years, concession card holders, or DVA;
- Weekly injections and fortnightly antipsychotic injections
- Government-funded vaccinations (childhood vaccinations, Boostrix during pregnancy, fluvax, pneumonia), however consultation fees may apply for vaccinations requiring physical examination;
- GP Chronic Disease Management Plan and Reviews
- GP Mental Health Plans and Reviews
- Pregnancy plan (28+ weeks, once per pregnancy)
- Home medication reviews
- ECGs, spirometry, and ABPI

In addition, telehealth is provided on an exceptional basis only. Whilst telehealth and telecommunications has increased convenience for patients, it has also increased demand for all staff, particularly administration.

GP Consultations	Fee	Rebate	Out-of-pocket	Notes
Patients aged <16 or >75yo, concession/DVA card or holders				
<i>Weekdays</i>	Bulk-billed	N/A	N/A	
<i>Saturday – Level B</i>	\$67.85	\$42.85	\$25.00	
<i>Saturday – Level C</i>	\$117.90	\$82.90	\$35.00	
<i>Public Holiday – Level B</i>	\$80.80	\$55.80	\$25.00	
<i>Public Holiday – Level C</i>	\$120.70	\$95.70	\$25.00	
Patients aged 16-74yo				
<i>Weekdays – Level B</i>	\$67.85	\$42.85	\$25.00	
<i>Weekdays – Level C</i>	\$117.90	\$82.90	\$35.00	
<i>Weekdays – Level D</i>	\$162.15	\$122.15	\$40.00	
<i>Weekdays – Antenatal Care</i>	\$70.65	\$45.65	\$25.00	
<i>Saturday – Level B</i>	\$77.85	\$42.85	\$35.00	
<i>Saturday – Level C</i>	\$117.90	\$82.90	\$35.00	
<i>Saturday – Level D</i>	\$162.15	\$122.15	\$40.00	
<i>Saturday – Antenatal Care</i>	\$80.30	\$40.30	\$40.00	
<i>Public Holiday – Level B</i>	\$95.80	\$55.80	\$40.00	
<i>Public Holiday – Level C</i>	\$135.70	\$95.70	\$40.00	
Telehealth Consults aged >=75yo				
<i>Weekdays</i>	Bulk-billed	N/A	N/A	
<i>Saturday – Level B</i>	\$67.85	\$42.85	\$25.00	
Telehealth Consults aged <75				
<i>Weekdays and Saturdays – Level B</i>	\$87.85	\$42.85	\$25.00	
Add-on Services (Practice fees)				
<i>Cryotherapy for 10+ lesions</i>	\$85.00	\$75.30	\$10.00	
<i>Ear microsuction – 1 ear</i>	\$125.00	\$98.75	\$25.00	
<i>Ear microsuction – 2 ears</i>	\$175.00	\$148.15	\$25.00	
<i>Minor operations</i>	\$30.00	N/A	\$30.00	Inc. stitches, gluing laceration.
<i>Treatment room services</i>	\$20.00	N/A	\$20.00	Inc. dressings.
<i>Implanon insertion</i>	+ \$64.50	\$30.45	+ \$30.00	In addition to \$20.00 treatment room service.
<i>Implanon removal</i>	+ \$93.85	\$58.85	+ \$35.00	" "
<i>Implanon removal then insertion</i>	+ \$158.35	\$68.35	+ \$65.00	" "
<i>Iron infusion Treatment Fee</i>	\$60.00	N/A	\$60.00	

NB: Please ensure you book two consultations. The first consultation is to assess suitability for iron infusion and issuing script. You will then need to dispense the script at a chemist. When you return, you will require a second consultation for comprehensive assessment inc. consent, insertion of the cannula, and initial monitoring. The second consultation is not bulk billed for any patients. It may be a Level B or Level C consultation. Nurses will then continue monitoring as required. Please set aside at least one hour.

HEALTH RESOURCES

Translation Assistance

NSW Health Translation Resources

- Website: [NSW Health](#)
- Offers translated health resources in various languages.

Multicultural Health Communication Service (MHCS)

- Website: [MHCS](#)
- Provides resources and information in multiple languages for health services

Translating and Interpreting Service (TIS National)

- Website: [TIS National](#)
- Offers interpreting services and translated health information

Healthdirect Australia

- Website: [Healthdirect](#)
- Provides health information, including multilingual resources.

Australian Government Department of Health

- Website: [Department of Health](#)
- Features a section for translated health resources and documents

NSW Multicultural Health Service

- Website: [NSW Multicultural Health](#)
- Offers resources and information for culturally diverse communities

Culturally and Linguistically Diverse (CALD) Health Resources

- Website: [CALD Health Resources](#)
- Provides health information and resources in various languages

Community Health Centres

- Many local health districts have resources available for non-English speakers. Check specific health district websites for local services

Local GP Clinics

- Many GP clinics have their own translated materials or can provide information on accessing interpreter services

YourHealth

- Website: [YourHealth](#)
- Offers information in different languages related to health services in Australia.

