

Tillyard Drive Medical Practice

123 Tillyard Drive

Charnwood ACT 2615

Tel: 02-6259 7216 Fax: 02-6103 9067

E-mail: reception_tdmp@ozemail.com.au

AGPAL accredited practice

<http://tillyarddrivemed.com.au>

Doctors

- Dr Riana van Rensburg
- Dr Thinus van Rensburg
- Sessional part-time doctors
- GP Registrars

OPENING Hours

- Mon-Fri 08:00AM – 05:30PM

After Hours

Our policy is to provide after hours care to our patients whenever possible – please call us on 6259 7216 or advice on available options.

For urgent after hours matters please call the Canberra After Hours Locum Service (1300 422567) and they can arrange for a doctor to see you.

Please make sure that we have a current contact details to use if we need to get hold of you in case of emergency.

Phone Calls

It is policy that a doctor would not be disturbed with phone calls unless it was urgent. All messages will be relayed to the doctor and you will be contacted later that same day

E-mail communication

Our practice will only communicate with patients by e-mail if we have a written consent from the patient to do this and the patient has a dedicated private e-mail address. A consent will need to be signed so that we can communicate with you through this medium.

House Calls

During normal business hours any of the doctors may be able to perform a house call.

After hours only doctor Thinus van Rensburg will be available to perform a house call.

Please note that house calls are ONLY available to patients that are known to the Practice and within a limited distance (approx 5km) of the Practice.

There may be a cost involved if a house call is requested – please enquire about this prior to requesting a home visit

Services available

- Childhood Immunisations and checks
- Travel advice
- Skin Cancer checks
- ECGs
- Removal of suspicious skin lesions
- Suturing of uncomplicated lacerations
- Plastering of uncomplicated fractures
- Management of sporting injuries
- Team based management of chronic diseases
- Women's health issues e.g. PAP smears
- Shared antenatal care
- Care of the elderly
- Preventative health checks
- Insurance Medical Examinations
- Other General Practice Issues

Recalls & Reminders

We offer a reminder system (on an opt-out basis) for a variety of procedures and services. These are in addition to the various recall system that the ACT Public Health offers

Appointments

Appointments are routinely 15minutes long. A number of appointments will always be kept unbooked until the morning.

Whenever possible you will be able to see the doctor of your choice.

Please make sure that you inform the doctor if you need a longer appointment. Specific issues such as Insurance Medical examinations, Full skin checks and procedures will need longer time.

If you do have several issues that need attention the doctor may have to request that you book a further appointment to deal with all of the problems as it would be unfair to other patients in the waiting room if the wait is too long

Note that missed appointments could incur a financial penalty.

Appointments can be booked on-line: see our website for details

Facilities

Our toilet has full disabled access and there is a disabled parking area in front of the Practice

Scripts

Scripts that have been done through the practice before can be requested for pick up. In order for someone else to request or pick-up scripts for you, a consent will need to be signed. A request for scripts will incur a fee

Fees

Payment is requested on the day and can be in the form of cash, cheque, EFTPOS or credit card.

The full fee is due on the day of the consultation – please refer to the notice boards in the waiting room for more details.

When a procedure is performed a Gap-only payment may apply.

Department of Veteran's Affairs Gold or White Card holders will still be bulk billed

There are various different fees and rates for different consultations and procedures – please make sure you acquaint yourselves of these when attending the desk or calling for an appointment.

Feedback

We welcome any feedback that you may have – please tell our Staff or your Doctor if you have any suggestions or complaints.

If a matter cannot be resolved you may contact the Human Rights Commission at <http://www.hrc.act.gov.au/> or call them on: 6205 2222

Management of Your Personal Health

Information

Confidentiality of all aspects of your medical record is of the utmost importance to us. This information will not be released to a third party without express written consent from you. Exceptions to this would be if we are required by a court of law to provide this information or in the rare cases where you are at risk of harm without treatment and you are unable to provide the consent required

Cultural sensitivity and language issues

We encourage patients to advise the Staff/Doctor if there are any cultural issues that we need to take note of.

Translation services can be arranged and our doctors and some staff have second and third languages that they speak.

Useful Phone Numbers

Emergency Services	000
Calvary Hospital	6201 6111
Canberra Hospital	6244 2222
Alcohol & Drug Information	1800 422 599
AIDS Hotline	1800 651 500
Carer's Association	1800 242 636
Child Abuse Prevention	1800 688 009
Domestic Violence Advice	6248 7800
Family Drug Support	1300 368 186
Grow(Mental Health Support)	1800 032 120
Health Direct	1800 022 222
Hepatitis C Support line/Info	1800 803 990
Kids Helpline	1800 551 800
Lifeline	131 114
Mens Line Australia	1300 789 978
Mental Health Triage	1800 629 354
NSW Quit Line	131 848
Parent Line	132 055
Poison Information Line	131 126
Rape Crisis Centre	1800 424 017
Suicide Prevention Line	1300 36 36 22

Preventative Health Care

Annual Check Up

An annual check of blood pressure, weight, glucose and other relevant matters is advised

PAP Smears

Women should have a PAP smear every two years from their late teens until they are 70 years of age.

Mammograms

Women from 50 to 75 years of age should have a mammogram every two years

Immunisations

We advise that all patients should be immunised according to the National Immunisation Schedule. Immunisations should not be delayed because of minor coughs and colds. Patients over the age of 65 years, people with diabetes or other heart and lung diseases should be receive annual Influenza vaccinations and pneumonia vaccinations if appropriate.

Skin Cancer Checks

We advise regular checks of suspicious skin lesions by one of our competent doctors. If you are at an increased risk of skin cancers an annual (or more frequent) full skin check is advised.

No-Smoking policy

We have a strict no-smoking policy in our building and on the premises.

Pharmacy

A list of local pharmacies are available at the practice and scripts issued can be filled at one of these

Last edited: 02/09/15