



## Brickworks Medical Centre

### PRACTICE OPENING HOURS

Monday - Friday 8:30am – 5:30pm  
Saturday 9:00am – 1:00pm  
Sunday: TBA

### PRACTICE DOCTORS

Dr Nizamul Islam

MBBS FRACGP

Dr Jonathan Cook

MBBS FRACGP

Dr Shahabuddin Abdullah

MBBS FRACGP

Dr Christine Anne Torpy

MBBS ( Adelaide)

**Shop T39, Brickworks Marketplace,  
2-6 Ashwin Parade, Torrensville,  
SA 5031**

**Phone: (08) 7160 1187**

**Fax: (08) 7160 1189**

E: [admin@brickworksmedical.com.au](mailto:admin@brickworksmedical.com.au)

W: [www.brickworksmedical.com.au](http://www.brickworksmedical.com.au)



Paul Townsend and associates sit at the clinic every Friday (1:40pm – 5:00pm). Please contact the clinic to book an appointment.



PH: 131 450

### Register Of Practitioners

You can search the Register of Practitioners for their registration status and details at <http://ahpra.gov.au>

### **CONFIDENTIALITY AND PRIVACY OF HEALTH INFORMATION**

Our practice collects personal health information and safeguards its confidentiality and privacy in accordance with National Privacy Principles. Please ask our Practice Staff for a copy of the Practice Policy.

### PHONE CALLS

Doctors are unable to take telephone Calls whilst they are consulting. Our Receptionists will be happy to take a Message which will be responded to At the first available opportunity by The Doctor that the message is Intended for. If the matter is of a Clinical nature, the receptionist may Transfer the call to our Practice Nurse For her attention.

### PATHOLOGY SERVICE



Abbott Pathology are based onsite from **9:00am – 12:00pm Monday to Friday, except Tuesdays**. No appointment is required to see the pathologist.

### TEST RESULTS

All test results are strictly confidential. In order to protect your privacy, this practice does not give results to patients over the telephone.

The doctor will advise you at the time of testing when you can expect your results to return. All urgent results will be followed up with the patient directly.

**If you have changed your contact details, please make sure you let us know!**

### PRACTICE SERVICES

- Family planning
- Pap smears
- Counselling
- Vaccinations
- Skin checks
- Pregnancy testing
- Sports medicine
- Minor surgery
- Treatment of work-related injuries
- Treatment of work-related medical conditions
- Comprehensive pre-employment medicals including:
  - ECG, audiometry, spirometry, on-site drug & alcohol screening
- Independent medical assessments
- Worksite visits
- Health surveillance
- Executive health checks
- Immunisation program for industries.
- Heavy vehicle license accreditation health checks
- Dangerous goods license accreditation health checks

### DOCTOR FEES

Most of our fees are bulk-billed. However, there are some fees that are not covered by Medicare, such as worker compensation visits, some immunisations and work related visits (licences, pre-employments). Please speak to your doctor about these fees.

Fees are payable at the time of your Consultation, by cash, cheque, bankcard, MasterCard or visa. If you have any difficulty paying your fees please discuss with your doctor.

You do not need to go to Medicare to claim your rebate. You can use your Eftpos card (savings or cheque options) and our receptionist can do the rebate for you at the time of your visit. Or you can also register your bank details with Medicare and the rebate will be transferred to your bank account within 2-4 business days. We charge a fee of \$36.00 per record for handling their records, but this should reflect only the administrative costs involved. Payment of copying costs may be required.

### AFTER HOURS CARE

Please call the National Home Doctor Service on **13 74 25 for a bulk-billed, after-hours home visit.**

### **ANY EMERGENCIES CALL 000**

**NO TOLERANCE POLICY:** This practice has a no tolerance policy to any physical or verbal abuse or bullying of any kind.

### APPOINTMENTS

Appointments are made for 15min/person. If you need a longer appointment or have many items to discuss with your doctor, please let the receptionist know so that ample time may be booked (30min). This means that patients booked in after you will not be inconvenienced and all your items are addressed. Each person requiring to be seen by a doctor must have an appointment booked.

**YOU NEED TO MAKE APPOINTMENTS: for ALL scripts and repeats, for ALL test results, for each person to be seen, to complete travel/insurance forms, to complete Centrelink/Housing forms, Medical Reports (including life insurance), Medical Certificates, REFERRALS to specialists/Allied Health, immunisations, Workers Compensations.**

### HOME VISITS

Home visits are available to our regular patients when their condition prevents them from attending the surgery. These consultations are not ideal and it is preferable if patients attend their consultations, except in special circumstances, where medical records are maintained and medical equipment is available for treatment. Home visits will NOT be offered outside a 5km radius of the surgery. Fees may apply for home visits that may not be Medicare rebateable.

### **10 tips for safer health care**

- Be actively involved in your own health care
- Speak up if you have any questions or concerns
- Learn more about your condition and treatments
- Keep a list of all medicines you are taking
- Make sure you understand the medicines you are taking
- Get the results of any test or procedure
- Talk about your options if you need to go to Hospital
- Make sure you understand what will happen if you need surgery or a procedure
- Make sure you, your doctor and your surgeon all agree on exactly what will be done
- Before you leave hospital, ask you health care professional to explain the treatment plan you will use at home

### **ISSUES AND COMPLAINTS**

If you have a problem with your health care or have had a negative experience when visiting our surgery, we would like to know.

Please feel free to discuss any problems you may have with your doctor or the receptionist. Alternatively you may want write to us or use one of our complaint feedback forms kept at reception.

All complaints are taken seriously and you can remain anonymous if you wish.

Complaints can also be made to:

**Health & Community Services  
Complaint Commissioner (HCSCC)**

**PO Box 199**

**Rundle Mall SA 5001**

**Phone: 08 8226 8620**

This Practice Information Sheet template was designed by IWSML adapted from AGPAL.

It has been designed to comply with the RACGP 4<sup>th</sup> Edition Standards for General Practice.

#### **Health Complaints Commission**

The Health Complaints Commission acts to protect public health and safety by resolving, investigating and prosecuting complaints about health care. **To contact the HCC line call 1800 043 159 between 9:00am – 5:00pm Standard Sydney time.**

### **REMINDER SYSTEM**

Our practice is committed to providing you with the best preventative care possible. Practice staff will seek your permission to be included on our reminder system and may issue you with a reminder notice on occasion. If you do not wish to be a part of this system, *please let your doctor or practice staff know.*

### **MANAGEMENT OF YOUR OWN PERSONAL HEALTH INFORMATION**

Your personal health information is collected and used directly in association with your health care. It is a confidential document and it is the policy of this practice to maintain the security of medical records at all times. We will ensure that your information is only available to authorized staff or seek your permission before disclosing it to any third party.

If you have any concerns about your health information privacy, *please let your doctor or reception staff know.*

### **CULTURAL BACKGROUND AND ETHNICITY**

It is the commitment of our practice to provide the best preventative care. To ensure that your care is tailored to your needs, staff at this practice 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 or reception staff know.