

### Consulting Hours

Monday to Friday 9:00am – 5:00pm  
Closed on Public Holidays, Sat & Sun  
After Hours - Please call 13 SICK  
Emergency – Please call 000

### Appointment

Face to Face and telephone consults available in Gilles Plains Medical Centre. Please ring our reception to make an appointment.

### Consulting Doctors

Dr Kwok – MBBS, FRACGP, DCH

Dr Hamid - MBBS, FRACGP

Dr Teh – MBBS, FRACGP

### Important Information

Please ring us or email us to make a booking to see our contracted doctors. Patients' and allied health are welcome to email your correspondences to [reception@gillesplainsmedicalcentre.com.au](mailto:reception@gillesplainsmedicalcentre.com.au) call us at 08 8166 1806 or fax to us at 08 8126 4145

We aimed to return your calls, emails and feedback within 3 working days except clinic closures.

## Who We Are

### About Us

The team at Gilles Plains Medical Centre is aspired to look after the local community with our comprehensive medical services. We are well trained and dedicated to service the community.

### Contact Us

Phone 08 8166 1806

After Hours 13 SICK

Fax 08 8126 4145

Address

Shop 33, 575 North East Road, Gilles Plains SA 5086

Email

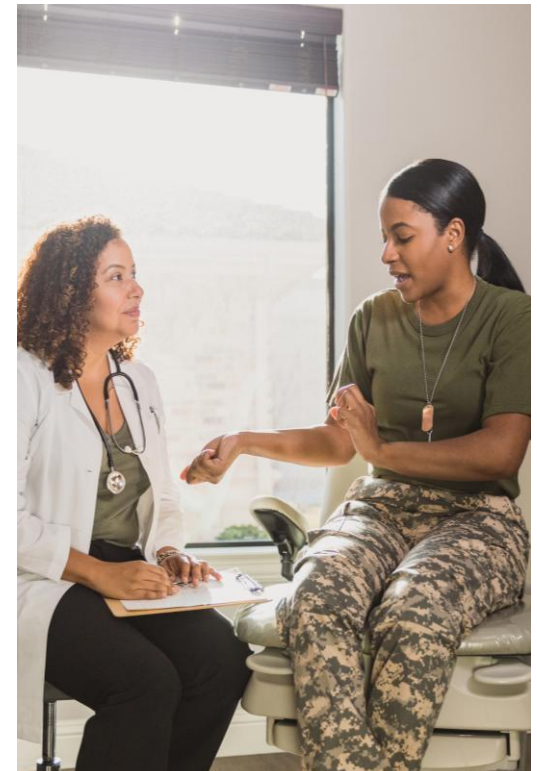
[reception@gillesplainsmedicalcentre.com.au](mailto:reception@gillesplainsmedicalcentre.com.au)

Web

<https://gillesplainsmedicalcentre.com.au>

### Feedback and Complaints

Please discuss any concerns in person with your Dr, or the Practice Manager via email at [reception@gillesplainsmedicalcentre.com.au](mailto:reception@gillesplainsmedicalcentre.com.au) . If your complaint cannot be handled by your Dr the local Health and Community Complaints Commissioner can be contacted on 8266 8666 or by visiting [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)



## GILLES PLAINS MEDICAL CENTRE

*Information Brochure*

*Fee Schedule*

## Bulk Billing

DVA and aged pension card holders MUST show their current concession card at the time of consultation to be bulk billed.

Bulk Billing services is available for the following patients under 16 years old and DVA card holders

## Fee Schedule 2023 Dr Kwok, Dr Hamid and Dr Teh

	Fee	Rebate	Gap
Standard Consult	\$ 82.85	\$ 42.85	\$ 40.00
Long Consult	\$ 127.90	\$ 82.90	\$ 45.00
Extra-long consult	\$167.15	\$122.15	\$ 45.00

**\* Please call us for more information**

## Services available

General consults, Men's health, Women's Health, Elderly care, children immunisation, Shared-care, skin checkup and skin excision

## Payments

Patients are encouraged to pay the full amount at the time of consultation.

- If you hold a Medicare card, the full fee must be paid at the time of consultation
- If you do not hold a Medicare card, you must pay the account in full on the day of consultation. A receipt will be issued so you can claim a refund through your health insurance

## Other fees

Work Medicals, Commercial Drivers and Taxi Licences and Travel Insurance reports are not covered by Medicare. Patients must make payment prior to the release of these documents.

All procedures attract a minimum fee of \$30-\$200 depending on the complexity and the time required for the procedure. Please discuss the fees with your doctor prior to your procedure.

Mental Health Care Plans attract a gap payment even if you are normally bulk billed.

## Privacy Policy

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.

We 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.

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 (eg 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 confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (eg some diseases require mandatory notification)
- during the course of providing medical services, through eTP, e-script, My Health Record (eg via Shared Health Summary, Event Summary), My Medicare

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.