



PRACTICE INFORMATION SHEET

OPENING HOURS:

Monday	8.30am – 5:00pm
Tuesday	8.30am – 5:00pm
Wednesday	8.30am – 5:00pm
Thursday	8.30am – 5:00pm
Friday	8.30am – 5:00pm

We are closed on Saturday, Sunday and Public Holidays.

After hours, please contact 13 74 25 to book a locum appointment with National Home Doctor Service.

Our Medical Practice offers a welcoming non-judgemental, friendly environment where we can focus on improving your health and that of your family. We see you as a whole person and aim to optimise your health rather than just treat your illness or injury.

Doctors

Dr Alecia Macrow

Dr Carolyn Harris

Dr Kylie Booth

Dr Georgina Minns

Dr Elaine Leung

Dr Caroline Foreman (Immunologist)

Dr Gareth Boucher

Dr Julie Mencil

Appointments

Consultation is by appointment, in person or telehealth.

Our standard appointments are 15 minutes (1 issue only), long appointment is 30 minutes (2 plus issues or a single complex issue) complex appointment is 60 minutes. Dr Harris and Dr Mencil standard appointments are 30 minutes.

If you feel you need longer, please let our reception know when booking. Patients presenting without an appointment will be fitted in at the earliest available time. Urgent medical matters will always be dealt with promptly. Please “check- in” with reception on your arrival to avoid an unnecessary delay in the waiting room.

If you have been delayed or will not be able to attend your appointment, please telephone the practice 24 hours prior to reschedule or cancel your appointment. When a patient does not attend (DNA) or cancels late, full fee of consult is charged to cover costs. This may be waived the first time but for the second and subsequent DNAs, this fee will be charged. We are not able to proceed with further appointments until the account is paid in full.

Every effort is made to keep to appointment times, but this is difficult due to emergencies, walk-in patients or unexpected longer consultations. To help us schedule appropriately, please tell our receptionists if your consultation is likely to be long (e.g., insurance medicals, postnatal checks, pap smears, counselling, excisions) and if more than one member of the family is to be seen.

Online Appointments

We also offer online bookings for face to face, telehealth, via Hot Doc App or visit our website www.thrivefamilypractice.com.au

Online Repeat Referral & Script Request & Medical Certificate

We also offer online repeat referral, script request and medical certificate, via Hot Doc App or visit our website www.thrivefamilypractice.com.au

Recall & Reminder System

To further improve our service to you this practice operates a recall and reminder service to patients when they are due for a review of routine tests and general health checks. Our practice also participates in national and state reminder systems or registers. Relevant information is given to enable automatic reminders to be issued to you for important preventative health checks such as: Pap smears, vaccination register etc for continual management of your health. If you would like more information about this, please talk to your doctor. Please note you can ask to be removed from this register at any time.

Transfer of Medical Records

If you require a copy of your records to be sent elsewhere our practice sends a summary for free. Transfer of complete records may incur a fee.

Billing Policy

To deliver and maintain the high quality of health care provided at Thrive Family Practice, we are unable to bulk-bill consultations. Payment is required at the time of consultation via EFTPOS. Details of specific consultation fees can be obtained from our receptionists and is on display at the front counter.

Bulk billing is available for all children up to the age of 4 years and if you hold a current DVA/Gold Card.

Discounted fees are offered to patients who hold a:

1. Pensioner Card and you are over the age of 65 years
2. Disability Pension Card
3. Children between 5 – 16 years of age
4. Healthcare card

Patient Test Results

Our practice encourages taking personal responsibility for your health and recommend making an appointment with your doctor for results at the time these are ordered. Please allow 7 days for standard test results to be received by the doctor. If you wish to phone us to check on your results, we ask that you do this after 12pm daily. Any information regarding test results will only be given to

the patient or guardian of the patient who has had the test performed, as per the Privacy Act. Reception staff are unable to provide interpretation of any results over the desk or phone, however, may advise of any comments the doctor has made regarding tests, including the need for a review appointment. If any results are abnormal and/or require urgent attention we will contact you, initially via SMS via the hotdoc app, or via phone. To facilitate timely notification of these results, please make sure we have your correct phone number. If results require no further action the patient will be notified by text message.

Your Medical Information & Your Privacy

All doctors at the practice use computerised Medical Records to record information, order tests, provide prescriptions and file Specialists reports. Our computers are password protected and backed up daily. All information recorded at our practice is confidential. We follow the Australian Federal Privacy Laws and Standards for the private health sector. We have a Written Practice Privacy Policy which is available on our website. Hardcopies can be provided upon request.

AI Scribe Tool - Lyrebird & Heidi used.

The practice uses an AI scribe tool to support GPs and nurses to take notes during their consultations with you. The AI scribe uses an audio recording of your consultation to generate a clinical note for your health record. The practice AI scribe service is Lyrebird Health & Heidi.

Lyrebird Health:

- does not share information outside of Australia
- destroys the audio file once the transcription is complete.
- removes sensitive, personal identifying information as part of the transcription

Heidi Health:

- does not share information outside of Australia
- destroys the audio file once the transcription is complete.
- removes sensitive, personal identifying information as part of the transcription

The practice will only use data from our digital scribe service to provide healthcare to you. Patients are asked for consent before using AI. Patients are made aware that they are free to decline this service, and this will not affect their healthcare

Communication

Most problems are best dealt with in a consultation but where a consultation is not required the receptionist may take a message for the doctor and return your phone call with your doctor's response when able. Electronic communications via electronic means are conducted with appropriate regard to Privacy Laws relating to health information and consent from the patient.

Patient Feedback

To help improve our service, every so often you may be asked to complete a questionnaire about this practice. The questionnaire is completely confidential.

If you have any problem with the service we offer, please discuss it with the receptionist or the doctor as we will always endeavour to resolve any feedback or issues directly. You may also choose to see the Practice Manager to discuss certain problems. Please make an appointment to do so.

Email: reception@thrivefamilypractice.com.au

If you feel that your problem cannot be dealt with within the practice, you may prefer to contact the SA Government Agency for handling complaints.

The address is:

Health and Community Services Complaints Commissioner (HCSCC) South Australia

Telephone: 1800 232 007

Web: www.hcsc.sa.gov.au

Interpreter Service

To help our GP's ensure they fully understand the nature of their patients' problem and patient's fully understand the outcome of the consultation we use an Interpreter service where necessary.

Disabilities

It is surgery policy to cater for people with special needs and disabilities. There is ramp access into the building for those in wheelchairs, prams or requiring mobility aids. Should you require special assistance please phone and notify the reception.

OUR SERVICES:

Vaccinations

All childhood vaccinations are bulk billed if the child is registered with Medicare. Our vaccines are stored and monitored in a purpose-built vaccine fridge to maintain the integrity of the vaccine.

Skin Checks

Skin cancers are a common and significant health issue. If you have a personal or family history of any type of skin cancer, we recommend you have regular preventative skin checks. Two of our doctors perform skin excisions on site.

Chronic Disease Prevention

We are committed to helping our patients prevent the development of chronic disease. We encourage you to take advantage of our practice nurse and the time you spend with your doctor to have your modifiable lifestyle factors assessed and to set goals to improve your health moving forward

Health Assessments

For our patients with an intellectual disability or aged over 75 we recommend a yearly health assessment which provides a comprehensive review of your health. Patients aged 45-49 are also eligible and encouraged to have a one-off detailed health check. This will help to identify chronic diseases for which you may be at risk.

Indigenous Health Assessments

We offer these assessments to all indigenous patients. The purpose of these assessments are to identify any potential risk factors that may be inherited or lifestyle orientated.

Women's Health Checks & Pap Smears

The women's health check is a comprehensive health review & assessment done with your doctor and nurse. It will include a pap smear, breast check, heart check and general review.

Women's Endometriosis, Implanon and IUD

Antenatal Care

Two of our doctors provide antenatal care including health checks throughout pregnancy and obstetrics shared care.

Specialised Appointments Offered

We also offer the following appointments.

Iron infusion with our nurse and doctor.

Health Coaching with our nurse.

Low Carb Keto extended appointment with Dr Carolyn Harris.

Men's Health Checks

Men need regular health check-ups. We encourage men to have a usual GP and see them regularly at the practice for preventative health check-ups and advice.

Men over forty are recommended to have an annual Cardiovascular Risk Assessment – this includes blood pressure check, weight management and Quit smoking advice, fasting blood sugar and blood fats assessment, diet and exercise assessment and advice problems.

Home Visits

We do not usually offer home visits. However, for existing patients of the practice who are unable to attend the surgery because of their medical condition, home visits may be available. Please contact reception to enquire.