

Practice Information Quick Reference Guide

Dr Tenell Holborow has a small solo practitioner practice focusing on aged care. Dr Tenell Holborow is mobile and visits patients in their own home setting including Residential Aged Care.

Practice Name:	T & A Holborow PTY LTD
Email address:	See contact us
Website:	Agedcaremedicalpmq.com.au

Consulting hours:

- Routine consultations 9am-3pm Monday to Friday
- Urgent matters can be addressed at any time of the day or night over the phone

Contact:

- If you have urgent medical concerns with the patient, please contact the Registered Nurse on duty at Garden Village Immediately.
- For routine matters, please contact Dr Tenell by phone or text message.
- For any non-urgent forms/letters you may need filled out or attended to by Dr Tenell, please email them to Dr Tenell. Do not email any urgent matters to Dr Tenell. You can expect an email reply within 2 weeks of the email.

Communication:

- Please do not email for urgent matters. Emails can be expected to receive a reply from Dr Tenell Holborow within 2 weeks.
- Any urgent matters should be notified to the RACF Registered Nurse on site urgently. Do not contact Dr Tenell for urgent matters.

- Non-urgent matters can be raised with Dr Tenell Holborow by text message or phone call.
- Meetings can be set up either directly with Dr Tenell via phone or text message, or via the RACF Registered Nurses.

Billing Structure:

- All telephone consultations, Video consultations and face to face consultations are bulk billed. This means Dr Tenell Holborow will bill the consultation fee to Medicare and there will be no out of pocket fee for the patient.
- Administration of all Vaccines is bulk billed to Medicare (No out of pocket cost to the patient)
- Skin cancer procedures and other procedures such as suturing lacerations will be bulk billed to Medicare (No out of pocket cost to the patient).
- A \$600 admission fee will be charged to each patient coming under Dr Tenell Holborow care. *The Private Admission* consultation fee involves the following:
 - Charting medications
 - Liaising with pharmacy
 - Verbal hand over with RN
 - Contacting past doctors and other health care providers
 - Attending forms necessary for the RACF include GP directive form and Nurse Initiated Medication forms.
 - Liaising with NOK where necessary

Clinical staff in the Practice:

- Dr Tenell Holborow
- Registered Nurse Stephanie works part time with Dr Tenell
- On occasion, Dr Holborow may have Medical Students attending consultations with her.

Interpreter service:

- For those speaking a language other than English, a telephone interpreting service is available free of charge. If you (or a family member or friend) require this service, please let Dr Tenell know, or telephone the interpreting hotline on 131 450.

Your Privacy

- Dr Tenell respects your privacy. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. A copy of our Privacy Policy is available on our website.

<https://agedcaremedicalpmq.com.au/>

Feedback and complaints

- Your feedback is important! Dr Tenell aims to serve you the best way we can. We welcome your suggestions on how we can improve. We take your concerns, suggestions, and complaints seriously. Please feel free to talk to Dr Tenell, or send an e-mail to tenell44@gmail.com. If your complaint was unresolved, please contact the Health Care Complaints Commission on 1800 043 159 or PO Box K549, HAYMARKET NSW 1240.