



Patient Information

Valiant Health Port Macquarie

Suite 6, The Grange Medical Centre Building, 82 Lake Road Port Macquarie, NSW 2444 (Next to Port Macquarie Private Hospital)

☎ (02) 6590 1824

✉ admin_pmq@vph.org.au

Practice Hours

Monday to Friday, 8:30AM to 4:30PM

After Hours

In emergencies please phone 000 for an Ambulance or attend the Emergency Department of Port Macquarie Base Hospital.

For after hours advice please call Health Direct on 1800 022 222

Our Team and Roles

General Practitioners		
Coming soon		
Coming soon		
Clinical		
Nurse Practitioner	Hazel Bucher	Available 10am – 2pm Monday, 9am -1pm Thursday
Registered Nurse	Luanie Vermeluen	Available 8.00am – 4.00pm Monday to Friday
Registered Nurse	Jodie Duffy	Available 8.00am – 4.00pm Monday and Wednesday
Administration		
Practice Manager	Linda Chapman	
Receptionist	Lesley Power	
Receptionist - Trainee	Kamryn Murphy	
Receptionist - Trainee	Sophie Charley	

Range of Services

- Management of Acute illness and injury
- Chronic Disease Management including asthma, diabetes, heart disease
- Preventative and Lifestyle Medicine
- Skin checks
- Minor Procedures and Wound Care
- Women's Health
- Men's Health
- Paediatric Medicine and Immunisations
- Adult Vaccinations including Travel
- Geriatric Care
- Telehealth

Appointments

Consultations are by appointment. For continuity of care we recommend that you schedule your appointments with the same practitioner however the choice is yours. Where availability for your practitioner is limited or if there is a delay involved, you have the option to make an appointment with the first available practitioner. The first available practitioner will see urgent cases.

Please book a longer appointment if you have multiple issues to discuss, you require a full medical examination or you think you will need more than 20 minutes. All new patients will require a long appointment. If more than one person in your family needs to be consulted please make separate appointments.

On the day appointment requests and walk ins will be triaged by our Registered Nurses, if the problem requires same day care, a same day appointment will be allocated. If the problem is not considered urgent it will be allocated to the next available appointment which may not be on the same day.

Appointments are required for referrals, repeat prescriptions and to receive test results unless your practitioner has agreed otherwise.

Telehealth appointments for acute care and certificates are available with our Nurse Practitioner. Vaccinations, Immunisations, Wound Care and Women's Health Screening appointments are available with our Registered Nurses.

Translation and Interpreter Services

If you, or a family member, need a language interpreter or have hearing difficulties and need an Auslan interpreter for your appointment, please let our receptionist know at the time of making your appointment.

Fee Information

All eligible consultations and treatments will be Bulk Billed for all patients. Please bring your Medicare or DVA card with you.

Where a consultation or treatment is not eligible for Bulk Billing a Private Fee will be charged at AMA, Australian Medical Association recommended rates. Where private fees are applicable, payment is required at the time of consultation. For safety we prefer payment to be made by credit card or EFTPOS, however if this is not possible we will accept cash. We do not accept American Express, Diners Club or cheques.

Private Fees

Service	Fee
Routine / Standard consultation	\$ 108.00
Complex / Long consultation	\$ 198.00
Involved / Prolonged consultation	\$ 300.00

Fees for other services can be obtained from reception our reception team.

Services that are ineligible for Bulk Billing include medicals for the purpose of

- Flying, Commercial Driving or other licence.
- Medicals for entrance to schools and other educational facilities.
- Life Insurance or Superannuation Medicals.
- Pre-employment Medicals.
- Work Cover, Third Party and Insurance related consultations.

Our reception staff team will clarify fees prior to your consultation.

Contacting the Practice

The main ways to contact Valiant Health Port Macquarie are via phone our website or email. Please do not request appointments or send private medical information over email. **If you are experiencing an emergency please contact '000' immediately, please always advise reception if you believe you require an urgent appointment.**

Our phone lines operate during our opening hours. You are welcome to contact the practice via telephone on (02) 6590 1824 to make or change appointments and for general enquiries. You can also make appointments via our website www.vph.org.au or your HotDocs app.

Practitioners generally do not take phone calls whilst consulting, unless the call is urgent. Please advise our receptionist of your query and this information will be passed on to your practitioner.

You are welcome to email general enquiries to admin_pmq@vph.org.au. Please be aware emails sent to this address can be accessed by administrative, clinical and management team members. Emails will receive a response within 1 working day. We are unable to accept appointment bookings, changes or cancellations by email and ask that you utilise our online appointment booking service or call the practice on (02) 6590 1824. We do not recommend email to communicate any confidential and/or personal information as privacy cannot be guaranteed. In exceptional circumstances, Patient Health Information from Valiant Health will only be sent via email with data encryption, to patients who have provided three patient identifiers and have documented the authorised release of information via email including a declaration of understanding risks involved.

Recalls and Reminders

Our practice uses a recall system to ensure follow up of blood and other tests, reviews and immunisations, we also offer a reminder service to all patients to promote a continuing quality of care. Reminders can be sent for various reasons including, Preventative Health Screening Services, Chronic Disease Management Plans, Health Assessments, Skin Checks. We also participate in national/state or territory reminders systems/registers including Cervical smears, Mammogram and Bowel Screening. Reminders may be sent by SMS, post or you may receive a phone call. For us to provide optimal care you will be automatically added to our recall and reminder systems when you register as a patient at our practice. If you do not wish to receive recalls or reminders please let us know in writing your decision to opt out of these systems.

My Medicare

MyMedicare is a new voluntary patient registration model. It aims to strengthen and formalise the relationship between patients, the medical services clinic, general practitioner (GP) and primary care teams. Evidence shows that seeing the same GP and healthcare team regularly leads to better health outcomes for patients.

For more information about the MyMedicare model, please visit www.health.gov.au/our-work/mymedicare/patients or ask our reception team.

Medical Records and 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 ensure this information is only available to authorised members of staff. For more Information on how we manage your privacy please refer to Valiant Health Privacy Policy.

Feedback and Complaints

We strive to provide the best possible service and encourage you to help by giving constructive feedback. You can provide feedback via our website, by filling in a feedback form at the practice or alternatively you can talk to your Practitioner, our Nurses, Receptionists or our Practice Manager. You can also provide feedback anonymously but if you prefer a response to your feedback please add your details.

As appropriate feedback will be applied to our continuing quality improvement program.

If you are unhappy or have a complaint, we would also like to hear from you. Be assured we will treat complaints seriously. We believe that problems are best dealt within the Practice, and you are invited to bring your complaint or concern to our Practice Manager. If you feel you need to discuss a matter outside of the Practice, you may contact the Health Complaints Commissioner. The Health Complaints Commissioner contact details are: email; www.hccc.nsw.gov.au, phone; 1800 043 159, postal address; PO Box K549 HAYMARKET NSW 1240