

# King Street Medical Centre & Cabarita Beach Medical Centre

## PATIENT INFORMATION



### Doctors

Dr Douglas Warne  
Dr Chris Millar  
Dr Robyn Yabsley  
Dr Stephen Lennon  
Dr Laura Kindt  
Dr Jessica Hamlyn  
Dr Patrick Ivits  
Dr Rhys Bennett

### Care Outside Normal Hours

ALL HOURS 7 DAYS, CALL 02 6672 4244.

A doctor from the practices will be on call or information will be given. For emergencies call Murwillumbah Hospital 02 6672 0000.

### Appointments

Book your appointment on our website using HOTDOC or call 0266 724244. Every effort will be made to accommodate your preferred time and GP. Emergencies will always be given priority. Our reception staff will attempt to contact you if there is any unforeseen delay or your GP has been called away. Longer consultation times are available, so please ask our receptionists if you require some extra time. Nonattendance attracts a fee so remember to cancel at least 2 hours prior if you cannot attend your appointment.

### Home and Other Visits

Home visits and Other Visits in special circumstances, can be arranged within a reasonable distance from the practices. Home visits are available for regular patients whose condition prevents them from attending the practices.

### Telephone Access

GPs in the practices may be contacted during normal opening hours. If the GP is with a patient, a message will be taken & passed onto the GP at a time suitable. We encourage you to make a telehealth appointment with your doctor if wanting to speak with them. In an emergency your call will always be put through to a GP.

### Results

Your doctor will advise when they expect results to arrive at the practice. REMEMBER to book a follow up appointment to obtain results or book via our website [ksmc.com.au](http://ksmc.com.au) or [Cabaritabeachmedicalcentre.com.au](http://Cabaritabeachmedicalcentre.com.au)

### Practice Contacts

#### King Street Medical Centre

Address: 14 King St, Murwillumbah NSW 2484  
Phone: 02 6672 4244 Facsimile: 02 6672 4514  
Hours: Monday to Friday 8am – 5pm  
Saturday and Sunday Closed

#### Cabarita Beach Medical Centre

Address: 22 Tweed Coast Rd, Cabarita Beach NSW 2488  
Phone: 02 6676 1461 Facsimile: 02 6676 2360  
Hours: Monday to Friday 8am – 5pm  
Saturday and Sunday Closed



**ALL HOURS  
7 DAYS**

**02 6672 4244**

### Emergency Numbers

Ambulance - 000 Police - 000 Hospital - 02 6672 0000

## Services Available:

- Checkups
- Minor surgery eg stitching cuts, removal of moles and sun spots
- Family planning
- Nursing Home care
- Obstetric services
- Acute accident and injuries
- Pap smears
- Nutritional advice
- Pregnancy tests
- Sports medicine
- Counselling
- Hearing tests
- Vaccinations
- Skin Checks – minor procedures
- Travel Medicine and Immunisation
- Palliative Care
- ECG-heart check

## Fees and Billing arrangements

Fees are payable at the time of consultation by Eftpos, Visa, Mastercard or cash. The billing policy is displayed in the reception area of the surgery & on our website. The GPs bulk bill aged pensioners, Veterans, and children up to school learning. If you have any difficulty in paying our fees, please discuss with your doctor.

## Management of your Personal Health Information

Your medical record is a confidential document. It is the policy of these practices to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the 10 National Privacy Principles available at [www.privacy.gov.au/health/index.html](http://www.privacy.gov.au/health/index.html)

## Cultural Background

We encourage you to advise your GP of your cultural background and any special preferences & needs. Best to advise when booking your appointment.

## Quality Assurance

Our practices are committed to quality improvement and are accredited with AGPAL to RACGP 4th Edition standards.

## Translating and Interpreting Service Available

These services are available to our patients. When booking please advise reception of your needs, 1-2 days prior preferably.

## Reminder System

KSMC & CBMC use a reminder system HOTDOC integrated with our patient management system.

1. Patients will also receive an appointment reminder via sms.
2. Result reminders via phone call, sms email/letter (urgent & Non urgent)
3. Preventative Health reminder via SMS

## Prescriptions/Referrals/Forms

Consultations are required for all prescriptions, referrals and forms.

## Medical Education

Both of our practices are proud to be accredited as teaching practices for both undergraduate and postgraduate medical education. You will enjoy meeting young and vibrant senior Medical Students and Registrars.

## Smoking Policy

These practices have a no smoking policy.

We actively encourage our patient to leave feedback both positive & negative. If you have a complaint, we want to hear from you. It is important to us that we have an opportunity to resolve any problems. It is preferable that you speak with our practice manager or your doctor in the privacy of their room. Alternatively you may write to your doctor or our practice manager. However if you wish to take this matter further you can contact the NSW Health Care Complaints commission, Locked Bag 18, Strawberry Hills NSW 2012 or by calling 1800 043 159