



# Blacksmiths Family Medical Practice

## New Patient information 2023

*Dr Brianna Joseph is still wearing a mask and prefers her patients to wear one also.*

Every new patient must pay the BOOKING FEE at the time of booking their first appointment. This is non-refundable. If you cancel your appointment with greater than 1 working day's notice this amount will be refunded to you. If you cancel less than 1 working days' notice, or fail to turn up, this amount will not be refunded.

*BOOKING FEE is \$92 for standard appointment, \$82 for reduced fee appointment (health care card and pensioner card holders, children).*

This payment goes towards the cost of your initial appointment, additional administrative work & requesting and reading any outstanding medical information.

Your first appointment is 15 minutes with our nursing staff to gather your medical information and priorities, and then 15 minutes with Dr Brianna Joseph.

At the completion of your first appointment, if your appointment stays under 15 minutes, \$42 is payable, with \$41.20 back from Medicare. If you go over time, the fee will be \$100, with \$79.70 back from Medicare. (These fees are in addition to the booking fee).

We ask you arrive 10 minutes early for your first consult to allow for this paperwork if being seen for a face-to-face appointment.

All new patients will be asked to complete a patient information via HotDoc or in person at reception. We must have your up-to-date Medicare details prior to your first appointment.

Photographic identification and any concession cards you have must be accessible if needed.

**OUR PRACTICE values time management & we ask that patients arrive on time & keep their "list" realistic to what can be achieved in 15 minutes and to rebook if there are outstanding issues.**

## *Services we provide*

- Many on the day consults
- Online bookings
- Ongoing care with a regular medical practitioner
- Bookings up to 2 weeks in advance
- Expert medical care for all ages
- Chronic disease care
- Medication reviews
- Women's health check-ups, including post-natal check
- Cervical Screening Tests (previously known as pap smears)
- Breast Examinations
- STI Checks
- Implanon insertion
- Implanon removal
- Mirena removal
- Antenatal care
- 4-year-old healthy kid check
- Children's Immunisations
- Immunisation Catch-Ups
- General Immunisations (not COVID-19 vaccine)
- Flu vaccines
- Iron Infusions
- Ear Syringing
- Full Skin Checks
- Skin Lesion Removals
- Biopsy of skin lesion
- Cryotherapy
- Incision of cysts
- Wound Dressings

- Injections such as B12 and depo Provera
- Swabs (not for COVID-19 testing)
- Carpark consults options for those with respiratory illness
- Telehealth via phone and zoom
- Electronic scripts (escripts) via SMS or email
- Interpreter services can be arranged ahead of time

*Services we provide once we have your medical history, and you are known to our practice*

**(cannot be completed on first appointment)**

- Drivers licence medical assessments – private and commercial
- Interlock device medical assessments
- Workers compensation / insurance (new or ongoing)
- GP management plans and team care arrangements (referral to Allied health)
- Mental health care plans (referral to psychology)
- Forms which require knowledge of your health (such as disability applications)
- Cardiovascular Heart Health Check
- Aboriginal and Torres Strait Islander Health Assessments
- Over 75-year-old health assessments
- Disability health assessment

***NO Exemptions regarding COVID-19 – including masks and vaccines***

*Medications you will **NOT** be prescribed from our practice:*

- Pain Relief such as Codeine, Endone
- Relaxants such as Valium (diazepam)
- Stimulants such as Dexamphetamines like Ritalin
- The weight loss drug Duromine
- OZEMPIC or diabetic medications unless you ARE A DIABETIC

### *Cost for a visit*

We are a private billing practice.

We bulkbill GP managements plans, team care arrangements and health assessments.

If you are a pensioner, child or health care card holder, we will offer a reduced rate.

A standard consult is \$92 with a rebate of \$41.20. Out of pocket cost is \$50.80

The reduced standard consult rate is \$82 with a rebate of \$41.20. Out of pocket cost is \$40.80

A long consult is \$150 with a rebate of \$79.70. Out of pocket cost is \$70.30

The reduced long consult rate is \$140 with a rebate of \$79.70. Out of pocket cost is \$60.30

Telehealth consults are the same pricing as face-to-face consults.

We accept EFTPOS or cash for payment.

We do not offer accounts; all payments must be made on the day of the consult.

Workers' compensations and insurance rates are higher and must be paid on the day of the consult. We do not offer accounts or send the account to the insurer.

For further billing information please discuss with reception.

### *Missed appointments & cancellation policy*

If you miss your first appointment at our practice, **you will not be offered a new appointment**. You need to cancel your first appointment within 1 working day's notice to have your booking fee refunded, otherwise you will not receive the booking fee. It is important to let reception know if you cannot make your appointment so that you can be booked again and get your money back.

Missed appointments for current patients will incur a **\$55 missed appointment fee**. If needed, we ask that you cancel at least 2 hours before your appointment time otherwise the missed appointment fee applies.

If you are over 5 minutes late to your appointment you *may* be asked to reschedule and *may* not be seen that day.

If you are over 10 minutes late to your appointment the missed appointment fee applies, and you will be asked to reschedule and will NOT be seen that day.

This applies to face to face and telehealth consults.

#### *COVID-19 and respiratory symptoms*

We are currently using Telehealth or “carpark consults” for infective symptoms such as cough, runny nose etc.

If you have had a COVID-19 swab with a negative result, if needed we can offer a car consult following an initial telehealth consult.

We support the COVID-19 vaccine but are not a provider of these vaccines. We do have information available at reception of where our patients are able to access the vaccines.

#### *Telehealth*

Telehealth can be via zoom or telephone.

We are using telehealth when appropriate and for respiratory illness.

Sometimes the doctor may utilise telehealth for results or follow ups. The doctor will decide who this will be offered to. We can email medical certificates and do ecripts for prescriptions straight to your phone or email.

*Dr BRIANNA JOSEPH*

*Current hours:*

*Monday, Tuesday, Thursday & Friday – 9.15am-1pm, 2pm-5.00pm*

Dr. Michael Joseph is not taking new patients. If a patient of Dr. Brianna’s has an urgent medical issue on a Wednesday our registered nurse may triage this as critical, and Dr. Michael Joseph will see the patient.

Dr Brianna Joseph does not do home visits or nursing home visits.

**After hours care we recommend is GP After Hours Access (1300 130 147).**

### *Results*

You will be contacted via text message, or phone by our registered nurse or your doctor for Abnormal results. You will be advised if you need a face-to-face appointment or a telehealth appointment. We do not call you for normal results. If you do call regarding results, a message will be taken, and our registered nurse will get back to you within 24 hours.

### *SMS*

You will be sent an SMS reminder one business day before your appointment to allow you time to change this if needed. (See missed appointment fee above for more information on our cancellation policy).

### *Email*

We use email occasionally in rare circumstances such as to email medical certificates to patients. We ask you do not email with any clinical questions or asking for a booking. All appointments and enquiries must be via reception using our phone.

Check out our website for further information- [www.blacksmithsfamilymedicalpractice.com](http://www.blacksmithsfamilymedicalpractice.com)

Follow us on Facebook to keep up to date –

[www.facebook.com/blacksmithsfamilymedicalpractice](http://www.facebook.com/blacksmithsfamilymedicalpractice)

Call reception on (02) 4971 4044 during business hours to book an appointment.

*Please write back to your email from staff indicating you have read the above and understand and agree to the above policies.*

---

*Let our family take care of yours!*

---