



Dr Bastian Joseph

New Patient information Feb 25

1ST appointment Information

- The first consult is spent 15 minutes with the nurse and then 30 minutes with Dr Bastian.
- This is done to obtain your background medical information. We will also have time to treat one medical issue during this consultation.
- We asked that you arrive 10 minutes early to fill out new patient paperwork.

During the first appointment we cannot do the following services

- Driver's licence medical assessments – private and commercial
- Interlock device medical assessments
- Workers compensation / insurance (new or ongoing)
- Centrelink Certificates for chronic issues
- 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

Note: Once established as a regular patient the above services can be done.

The following medications ARE NOT prescribed by Dr Bastian

- benzodiazepines / muscle relaxants (e.g. Valium)
- zolpidem, zopiclone
- Stimulants (ADHD medication, duromine)
- opioid pain relief (e.g. codeine, endone)

Billing

- **General information**
 - 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.
 - 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.

- **1st Consult billing**

- The first consult is billed differently to subsequent consults.
- We take a deposit/booking fee at time of booking first appointment.
- The deposit fee is \$100 for standard appointment, \$90 for health care card and pension card holders and children.
- There will be an additional charge on the day after your consultation – this will be \$100 however you receive \$82.90 back from Medicare (out of pocket \$17.10 cents)

After the first consult the billing process is as follows

	Fee	Medicare Rebate	Out of pocket
Standard consult	\$100	\$42.85	\$57.15
Standard consult pensioner/health care card/child	\$90	\$42.85	\$47.15
Long Consult	\$170	\$82.90	\$87.10
Long Consult pensioner/health care card/child	\$160	\$82.90	\$77.10

Booking

- For first appointment booking is required via phone with reception
- For subsequent appointments bookings can be made by *hotdoc* or by contacting 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 days'** notice to have your deposit refunded. 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 **missed appointment fee that is \$100**. 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.

Dr BASTIAN JOSEPH Operating hours are as follows

	AM session	PM session
Monday	Unavailable	Unavailable
Tuesday	8am-12:45pm	2-5pm
Wednesday	7am-11:30am	Practice closed
Thursday	8am-12:45pm	2-5pm
Friday	8am-12:45pm	2-5pm

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

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

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 in the message. We do not call you for normal results. If you do call regarding results, a message will be taken, and our registered nurse will check your result and only call back if it is abnormal. You are welcome to book an appointment to discuss your results even if they are normal.

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.

Check out our website for further information- www.blacksmithsfamilymedicalpractice.com

Follow us on Facebook to keep up to date –

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!
