



# Blacksmiths Family Medical Practice

Email: [team@blacksmithsdoctors.com.au](mailto:team@blacksmithsdoctors.com.au)

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

(Michael Joseph Pty Ltd)

Address: 65 Turea St, Blacksmiths NSW 2281

ABN: 87 002 440 637

DR MICHAEL JOSEPH (MBBS honours UNSW)

DR BRIANNA JOSEPH (BMedSci BMed UoN FRACGP)

## MASK WEARING IS OPTIONAL

### Practice Hours

Monday	8am-1pm, 2pm-5.30pm
Tuesday	8am-1pm, 2pm-5pm
Wednesday	12.30pm-6pm
Thursday	8am-1pm, 2pm-4.30pm
Friday	8am-1pm 2pm-5.30pm
Saturday	Closed
Sunday	Closed

### Practice contact details:

Address:	65 Turea St Blacksmiths NSW 2281
Phone	0249714044
Fax	0249714359

### Reception Staff:

Stephanie

Melinda

### Nursing Staff:

Judith Toby (RN)

Susan Carter (RN)

Lisa Richardson (RN)

Blacksmiths Family Medical Practice was originally established in March 1981. For over 42 years, our practice has become one of the most respected and trusted medical practices in Blacksmiths and its surrounding suburbs.

Because we are a family owned and operated practice, it means our story is somewhat unique. We pride ourselves on truly understanding the dynamics of family care because we know how important our families are!

*Let our family take care of yours!*

We believe that your health is a continuous relationship that relies on trust, respect, and commitment. These ideals have always been part of our core values which drive us to provide the best possible care we can. We take the time to truly get to know who you are and how we can help which allows us to work towards a better outcome for you!

### Services include:

- Standard consultations for the whole family
- Continuation of care with your selected GP
- Ample on the day consults available
- Telehealth

- Chronic Disease Management
- Health Assessments
- Workers compensation
- First Nations Health Check & ongoing support
- LGBTIQA + friendly
- Immunisations
- Skin Checks
- Skin cancer removals

You can book an appointment online via HotDoc.

Otherwise call the practice on 0249714044.

All phone calls for the GPs will be triaged by the staff and the RN will manage the issue or escalate this appropriately to the GP.

We do not take walk ins other than first thing at open for Dr Michael Joseph's patients.

### After hours care:

**Always call 000 in a medical emergency!**

GP AH Access on

1300 130 147



Dr Michael Joseph does limited urgent house calls for his patients, he can be called on 0413183722. Please be respectful and only call if needed.

### *Cost for a visit:*

We are a private billing practice.

We offer discount rates to some children, pensioners and health care card holders.

#### CONSULT FEES;

SHORT <5MINS \$48

STANDARD <15 MINS  
\$92

LONG <40 MINS, \$150

We do not take bookings for long consults, but if your standard consult runs long > 20 mins, you will be charged a long fee.

Fees are payable at the time service is completed.

*Missed appointment or cancellation fee*

We expect 2 hours notice if you cannot make your appointment.

This is so another patient in need can take your appointment.

If you do not give enough notice or miss your appointment, a **missed appointment fee of \$55 applies**

This must be paid before you can book another appointment.

*If you have infective symptoms such as a cough, runny nose, sore throat or fever, your appointment should be either telehealth or preferably a CAR PARK CONSULT.*

This way your doctor can speak to you on the phone and come out to the car park and review you in person using the appropriate PPE, diagnose you correctly and provide the best treatment possible.

Updated: 18/09/2023

Created by: Dr Brianna Joseph

### *Results*

If Dr Michael Joseph needs to see you the RN will call.

If Dr Brianna Joseph needs to see you either the RN will call or you will receive an SMS via HotDoc prompting you to book a follow up appointment.

Both Doctors will call you directly for results occasionally, but this is not the common process.

NORMAL RESULTS – you will not be called regarding this.

If you want the outcome of your results even if normal we encourage you to book an appointment.

If you ring regarding normal results, the staff will encourage an appointment be made, or leave a message for the RN. If these are normal you will not receive a call back.

If you are waiting for results –  
PLEASE ANSWER YOUR PHONE

#### Your Privacy

**Our practice has a full PRIVACY POLICY available from reception or on our website.**

We take our patients privacy seriously and will not share any of your information with any third parties without express consent from you (such as in a referral) or in an emergency (say you collapse at our practice, we would discuss your health issues with paramedics).

We do not share your information or results with others unless you give express consent to do so. We do not share or use any of your information for marketing purposes.

Your details and medical information are stored securely on encrypted medical software.

This is protected by a secure closed network, anti virus software and is backed up on a physical drive stored at a separate location each day.

We try to minimise the use of email to discuss private medical information as no one can guarantee the security of email. If you need something emailed we will email a confirmation first, and only once replied to will we send your request.

Feedback is important to us and we respect our patients' rights to express themselves. You can write feedback in the practice by leaving it in the suggestion box. This is a great way to provide anonymous feedback.

Alternatively, you can write us an email or provide verbal feedback. Complaints that are of a serious nature we encourage in written format. Any complaint you provide will be reflected upon and we will keep you updated on the outcome of this. If you wish to take a complaint further, you can contact the Health Consumer Complaints Commission on 1800 043 159, but we do hope to have a chance to rectify any issues first.



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