

OUR DOCTORS

Dr Sanjeev Sabharwal - MBBS, MS (Ortho), AO (Swiss), FARCGP
Available every Wednesday 9.00 am -5.00pm

Dr Shadman Ahmad - MBBS
Available Monday – Friday 9am - 5pm

Dr. Divya Sabharwal- MBBS, FARCGP

For bookings call us on 08 85322536 and talk to our friendly reception staff

OUR NURSES

Registered Nurse Razieh Jafari

Available Monday & Wednesday 9.00am - 5.00pm

Our experienced practice nurses are available to assist you with many aspects of your health care including:

- Care plans
- Health assessments
- ECGs
- Spirometry
- Wound care

Demonstrations on the use of medications & equipment Advice and support

ALLIED HEALTH

Mr. Amit Bhutange (Physiotherapist)

Masters of Orthopaedic, Sports & Manual Therapy,
Bachelor of Physiotherapy, APA Member

For bookings call us on 08 85322536 and talk to our friendly reception staff

PATHOLOGY COLLECTION

Clinpath

Available Monday to Friday from 8.30am-12.30pm, Services Include:

- Blood Collection
- Urea Breath Test
- Scrapings
- Swab Collection
- Holter Monitoring
- 24 Hour Ambulatory Blood Pressure Monitoring

Disclaimer – the inclusion of this advertisement is not an endorsement by our practice of these services or products

CHANGE OF ADDRESS OR PHONE NUMBER?

Please advise our reception staff if you have recently changed your address or telephone number. It is important to keep your information up-to-date on our system should we need to contact you.

YOUR PERSONAL HEALTH INFORMATION

The introduction of new privacy laws became effective in Australia on 12th March 2014. The changes include a new set of Australian Privacy Principles (APPs) that will regulate the handling of personal information by all private health service providers.

All medical records and communications concerning patients are stored electronically and are available to your treating doctor at our surgery at all times.

Your medical information is password protected. Access to our computer is not available from organisations outside the surgery. Patient information is not provided to an outside body (e.g. for reports or insurance purposes) without prior written consent by the patient.

Written consent will be gained from each patient should we ever be involved in any research or similar program.

The act allows patients to access the content of their medical record by arrangement with the practice.

A copy of our full privacy policy is available to you upon request.

YOUR RIGHTS

Our doctors and staff endeavour to provide a comprehensive, high quality service for our patients. If you are unhappy with any aspect of our care we are keen to hear about it. Please discuss any problem you may have with your doctor, our practice manager or our reception staff.

If you wish to pursue the problem outside of the practice, information is available from Health & Community Services Complaints Commission (HCSCC) South Australia
Ph: (08) 8226 8666 or www.hcsc.sa.gov.au

**3-5 Bridge Street
Murray Bridge, SA 5253**

TEL (08) 8532 2536

FAX (08) 8532 2538



**Bridgeview
Family Practice**

A Bulk Billing Medical Centre



**Patient Information
Brochure**

APPOINTMENTS

Standard consultations are booked in 10 minutes time slots. Longer consultations are available with our doctors for the following: medicals, minor surgery, care plan preparation, complex or multiple medical problems.

If you need to cancel your appointment please advise us with as much notice as possible so we can allot the time to another person.

Upon arrival to your appointment please report to the reception desk.

INTERPRETER

Our friendly reception staff are able to arrange an interpreter for your appointment should it be required – please advise when booking the appointment.

CONSULTATION HOURS

Monday to Friday _____ 9am – 5pm

OUT OF HOURS CARE

Our practice ensures safe and reasonable arrangements for medical care for patients outside of our normal opening hours and as such our telephone will divert to the Country Health SA after 5.00 pm on Monday to Friday and throughout the weekend.

TELEPHONE AND ELECTRONIC COMMUNICATION

Patients of our practice are able to obtain timely advice or information related to their clinical care by telephone and electronic means where a GP determines that this is clinically safe and that a face-to-face consultation is unnecessary for that patient.

All telephone calls for doctors will be relayed through reception staff via message and the doctor will return your call at their earliest convenience. Consultations will not be interrupted unless in the event of an emergency.

TEST RESULTS

Patients are required to make a follow up appointment with their doctor for test results.

Test results are not discussed over the telephone due to their sensitive nature.

PRESCRIPTIONS AND REFERRALS

Repeat prescriptions and specialist re-referrals will not normally be issued without doctor / patient contact. Where it has been agreed that such repeats / re-referrals will be issued, please provide a minimum of 24 hours notice.

SICKNESS CERTIFICATES

Sickness certificates will not be issued unless a doctor has been consulted in relation to that illness, and cannot be backdated.

RECALL AND REMINDERS

The doctors at this practice are committed to preventative healthcare and as such we may issue you with reminder and recall letters appropriate to your care. If you do not wish to be a part of this system please advise your doctor.

SMOKING POLICY

For health and hygiene reasons our practice has a strict No-Smoking policy on or within the premises.

FEES

We are primarily a bulk billing practice. Please ensure you bring your current Medicare Card and Concession Cards (if any) to all appointments.

If your Medicare Card has expired (or if you are not registered with Medicare) you will be required to make payment for the consultation on the day and a receipt will be issued to you for reimbursement at a Medicare Office (if eligible).

Please note that there are some services that are not covered under Medicare e.g. pre-employment medical examinations and reports, diving medicals & commercial driving licence assessments.

SERVICES AVAILABLE

Our practice offers a wide range of services for our patients including:

- Diagnosis and management of chronic and short term illness
- Work related illness and injury
- Travel advice
- Minor surgical procedures
- Sporting injuries
- Insurance and employment medicals
- Childhood immunisations
- Lung function tests
- Family planning – including antenatal shared care
- Preventative health care
- GP management plans
- Health assessments