



## KRS Health patient information sheet



### Welcome to KRS Health Family Medical Practice

**KRS Health** is located at 2 convenient locations, 547 Koorringal Road and 186 Fernleigh Road in Wagga Wagga. Our telephone operating hours are 8:00am – 5:30pm, Monday to Friday and 8:45am – 1:00pm on Saturdays. If you require non-urgent medical attention outside of these hours then please call 13CURE after hours service on 132873 or in an emergency, please call 000. Walk in appointments welcome as per doctors' availability. Home Visits are at the discretion of the practicing GP.

**Phone: 69226144**

**Fax: 69262388**

**Website: [www.krshealth.com.au](http://www.krshealth.com.au)**

### Your Privacy is our Concern

In accordance with the Privacy Act, all information collected in this practice is treated as "sensitive information". To protect your privacy, this practice operates in accordance with this Act. We use this information you provide to manage your health care. You can assist in maintaining the accuracy of your information by advising the practice of changes of address, phone number etc.

Selected information may be disclosed to various other health services involved in supporting your health care management (e.g. Pathology and radiology providers, immunisation registers, specialist, or community health referrals, etc).

If you have any questions or concerns regarding how we handle your personal health information or need to arrange access to your records, please ask the staff or your doctor as appropriate.

### Patient Confidentiality

In accordance Privacy laws, patients 14yrs or over are entitled to privacy for their health records and therefore need to sign this form themselves, and any authorisations to release their records. Access to patient records, results and even whether or not they have an appointment with us can **only** be given to a parent, spouse, child, carer, or other third party **with the patient's permission**.

### Test Results

It is the policy of this surgery not to inform you of any pathology or specific test results over the phone for privacy reasons. We will advise you if you need to make an appointment to discuss results of any recent tests you have had done if the GP requests this. Otherwise if you have been actively encouraged to review any tests the GP has asked you to undertake please make a follow up appointment.

*Results will not be given to a third party without permission except in exceptional circumstances.*

### Recalls

We will occasionally send you a recall or reminder that our medical database automatically stores at the GP's initiation. It is our policy to phone or SMS you at least 3 times and then send you a registered letter to advise you that an appointment with your GP is required. **Please ensure that we have up to date contact details at all times.**

### Complaint?

As hard as we try to always meet your expectations, sometimes things go wrong. We'd love to hear your feedback. Please put this feedback in writing addressed to our Practice Manager on [krs@krshealth.com.au](mailto:krs@krshealth.com.au) if there is something that didn't go right during your visit to KRS Health. We'll use this feedback to better our services.

If you feel your complaint needs to go further you can lodge it with The Healthcare Complaints Commission <https://www.hccc.nsw.gov.au/>.

#### **KRS Health Standard Fees**

<b>SERVICE</b>	<b>FULL</b>	<b>GAP</b>	<b>CONCESSION</b>	<b>GAP</b>
<b>Level A consultation</b>	<b>\$45.00</b>	<b>\$27.10</b>	<b>\$30.00</b>	<b>\$12.10</b>
<b>Level B consultation</b>	<b>\$77.00</b>	<b>\$37.90</b>	<b>\$65.00</b>	<b>\$25.90</b>
<b>Level C consultation</b>	<b>\$120.00</b>	<b>\$44.25</b>	<b>\$100.00</b>	<b>\$24.25</b>
<b>Level D consultation</b>	<b>\$150.00</b>	<b>\$38.50</b>	<b>\$130.00</b>	<b>\$18.50</b>

Patient will be required to make an appointment with their Doctor to renew a script, update a referral or have paperwork filled in.

Reception will no longer be taking requests from patients over the phone for these services to be done and an appointment will be made with the respective Doctor instead.

#### **Do you bulk bill?**

We are not a bulk billing practice; therefore, we do not necessarily bulk bill patients. There is a reduced fee for patients who hold a current pension or health care card. Patients will need to speak to their doctor during the time of their consult about payment options but all patients will need to come prepared to pay.

#### **About us:**

KRS Health Doctors and Nurses provide a wide range of services and many options for patients in different locations.

KRS Health is a fully accredited practice with GPA Accreditation and we are committed to the provision of the highest quality of health care for all our patients.

The image and reputation of our practice is very important to all Practitioners and Staff. We actively cultivate an environment in which professionalism and sensitivity, loyalty, integrity, honest and cooperation are standard values in all our interactions with one another and with all other contacts.

Our friendly administration team are ready to take your calls and offer you compassionate and helpful service.