

KRS Health patient information sheet

Welcome to KRS Health Family Medical Practice

KRS Health is located at 2 convenient locations, 547 Koorlingal 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: 02 6922 6144

Fax: 02 6926 2388

Website: www.krshealth.com.au

Our Amazing Team of Practitioners

KR – Koorlingal Road

FR – Fernleigh Road

Doctor	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Dr Ferdinand Saldevar	KR	KR	KR	KR	KR	KR
Dr Samih Guirguis	KR	KR	FR	KR	KR	Rotating roster
Dr Heba Azer	FR	KR	KR		KR	Rotating roster
Dr Anshu Gupta	KR	FR	KR	KR		Rotating roster
Dr Elena Casilen	KR	FR	FR	FR	KR	Rotating roster
Dr Shabnam Azarm	KR	KR	KR	KR	FR	Rotating roster
Dr Monica Tadros	FR	KR	KR	KR	KR	Rotating roster
Dr Laleh Atashbarazra	KR	KR	KR	FR	KR	Rotating roster
Dr Sally Sourial	KR	KR	KR	KR	KR	Rotating roster

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.

Services Provided:

- Diagnosis and treatment
- Family practice
- General practice
- Medical and health check-ups
- Information and advice
- Health and nutrition advice
- Coordinating healthcare
- Prescription of medications
- Ordering of screening and medical tests
- Early intervention for those at risk
- Management of acute and chronic conditions
- Referrals to specialist health professionals
- Workers' compensation, motor accident insurance (TAC) and Department of Veterans' Affairs requirements
- Telehealth Appointments available (speak to administration)

We also have our fantastic nurses available to support for our team.

- ECG
- Spirometry
- Health Assessments
- INR
- Blood Pressure checks
- immunisations

KRS Health Standard Fees:

SERVICE	FULL	GAP	CONCESSION	GAP
Level A consultation	\$50.00	\$30.40	\$35.00	\$15.40
Level B consultation (Less than 10 mins)	\$85.00	\$ 42.15	\$65.00	\$22.15
Level B Consultation (More than 10 mins less than 20mins)	\$95.00	\$52.15	\$85.00	\$42.15
Level C consultation (more than 20min less than 40mins)	\$150.00	\$67.10	\$135.00	\$52.10
Level D consultation (More than 40mins)	\$200.00	\$77.85	\$185.00	\$62.85

Patients will be required to make an appointment with their doctor to renew a script, update a referral or have paperwork filled in. Long appointments available at the discretion of your doctor, please speak to administration.

Do you bulk bill?

We are a mixed billing practice. There may be 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 consultation about payment options, but all patients will need to come prepared to pay.

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.**

Telephone Calls and Messages

Effective handling of patient phone calls is important. To facilitate this, reception staff are trained to:

- always gain permission from callers before placing them on hold. This gives the caller the opportunity to advise if they have an emergency.

- use three approved forms of identification for identifying patients over the phone (Full Name, DOB , Address)
- rate the urgency of a call and manage as per the Triage Support Guide
- advise the patient the process for responding to/returning their call.

Training provided also includes the information and advice practice team members can and cannot give to patients over the phone or electronically.

- Staff are not to give any medical advice to patients.
- Staff are only allowed to release investigation marked as No Action, Given or already notified by the doctor, anything outside of this staff will need to request permission from Treating GP.
- Next of kin authorisation form MUST be completed and noted in the patient demographics in Best Practice, without this no information is to be shared with anyone except for the patient.

In our practice, the procedure for healthcare providers returning telephone calls is to schedule them between patients, during breaks or at the end of the day, at the healthcare providers discretion or next available appointment time. We maintain our patients' privacy and confidentiality in telephone communication by:

- transferring the call to a private area where the conversation cannot be overheard
- not disclosing personal health information to anyone other than the patient. If an outside query is pursued, we refer the call to management or healthcare provider.

SMS and email communication

With appropriate authorisation our practice uses both SMS and email to communicate with our patients.

Authorisation for SMS contact requires:

- patient signature in the appropriate section of our New Patient Registration form (scanned to patient file).
- confirmation of mobile number.

The patient is informed the SMS:

- does not to include sensitive health information (e.g., pathology results)
- is included in their health record

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 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/>.