

118 BARNARD STREET,  
NORTH ADELAIDE SA 5006

2021

Phone: 8267 2177

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# North Adelaide Family Practice Information Sheet

## Doctors at this practice and their special interests

### Dr Susan Jenner MBBS, FRACGP

Women's health, paediatrics and  
minor surgery.

### Dr Pam Dounas MBBS, DRANZCOG

General medicine, women's health  
and antenatal care.

### Dr Andrew Linn MBBS, DCH, FRACGP,

Child health, mental health and  
men's health.

### Dr Lucy Hadjinicolaou MBBS, C.S.C.T-F.MP

General medicine, paediatrics,  
adolescent and women's health.

### Dr Margaret Butler MBBS, DipObs, Family Planning Certificate

Women's health/menopause, pre-  
ventative health,  
osteoporosis, counseling, and  
weight management.

### Dr Theresa Creagh MB, DRCOG, FRACGP

Women's, child and student/  
adolescent health.

### Dr Vasa Skorupanovic MBBS, DRANZCOG

Women's and men's health, skin  
cancer and cardio vascular disease  
prevention.

### Dr Helen Lynn MBBS, FRACGP, DCH

Special interest in women's health

## Our Doctors

All our doctors undertake continuing medical education and are vocationally registered with the Royal Australian College of General Practitioners. The doctors have varied areas of individual special interests and provide a wide range of general practice services in a relaxed, friendly and welcoming environment.

### Our Aims and Philosophy

Our aim is to provide the  
highest standard of patient  
care, incorporating a holistic  
approach towards diagnosis  
and management of illness.

We are committed to  
promoting health, wellbeing  
and disease prevention to all  
patients. We do not  
discriminate in the provision  
of our best care, and aim to  
treat all patients with due  
respect and dignity.

### Opening Hours

The surgery is open  
between  
**8.00am and 5.30pm**  
**Monday to**  
**Friday and**  
**from 8.30am**  
**to 11.30am on**  
**Saturdays.**

***We are closed Public  
Holidays and Sundays***

### After Hours

During the night or at  
weekends, GP Connect  
Locum Service is on  
duty for urgent  
problems. Home visits  
can be arranged by  
phoning our surgery on  
8267 2177 & your call  
will be diverted. A  
record of every visit  
made by the locum  
doctors is sent to your  
own doctor for your  
clinical file.

## Doctors' Consulting Times:

We look after you as a team and if your usual doctor is not available at a time you need to be seen, please consult one of the other doctors in our practice.

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Susan Jenner	Morning	Afternoon	All Day	-	Morning
Dr Pam Dounas	Morning	-	Morning	Morning	Afternoon
Dr Andrew Linn	Afternoon	Morning	-	Morning	Afternoon
Dr Lucy Hadjinicolaou	-	All Day	-	All Day	-
Dr Margaret Butler	Afternoon	-	-	Afternoon	-
Dr Theresa Creagh	Afternoon	Morning	All Day	-	Morning
Dr Vasa Skorupanovic	-	-	All Day	All Day	-
Dr Helen Lynn	-	All Day	-	-	All Day

Updated 26th May 2021

**On Saturday mornings, the doctor/s on duty varies according to roster basis.**

## Appointments

### Consultations are by appointment.

Every effort will be made to accommodate your preferred time & GP. Emergencies will be given priority. A standard consultation is designed to accommodate a single, or uncomplicated matter. You may notice that at times the doctor may run a little late. This is usually due to the patient extending their consultation over the scheduled time. Please keep in mind that a normal consultation is around 10-12 minutes with a few minutes for the doctor to enter notes. If you have several problems to discuss, need a full check up, insurance medical etc., please let the receptionist know you will require some extra time for a longer consultation to be booked.

### Home Visits

In cases of medical need, home visits can be arranged to patients living in the North Adelaide area at the discretion of the doctor. Please check with the receptionist regarding the fees for home visits.



### Cancellation or Non-Attendance Fee

Due to the high demand for appointments, North Adelaide Family Practice will be charging a fee for appointments **not attended or cancelled less than 2 hours** before the appointment time. This fee is \$84.00 and a Medicare rebate is not obtainable.

### Saturday Morning Consulting

These appointments are mostly available for people who have urgent medical need or who cannot attend during the week.

#### SA Pathology

Located within our practice is an SA Pathology collection service.  
Opened Monday till Thursday  
8.00am till 11.00am No Appointment needed

## Medicare Refund

We can claim your Medicare rebate electronically. The rebate will be deposited by Medicare directly into your nominated bank account within 2 days.

**From 1st November 2014 the Federal Government has prohibited payment of a Medicare rebate for both a health management plan and a general consultation on the same day.**

**Please arrange a separate appointment on another day if you wish to discuss any additional issues at the time of your management plan and if the matter is urgent then re-schedule the management plan.**



## Fee Information

North Adelaide Family Practice is a private billing practice. Payment is required after each consultation and can be made by cash, credit card or EFTPOS. Our fee for a standard consultation, which is between 10 and 15 minutes long, is **\$84.00**. Medicare will reimburse you \$38.75. In cases of medical emergency or by prior arrangement, an account may be issued.

Our consultation fees vary according to how many problems are dealt with, the complexity of the problem or problems and the length of time which the consultation takes. Medicare will reimburse you a greater amount for consultations charged at higher levels.

Children 16 years and under will be charged a reduced rate.

For details of fees please ask the receptionist.

**Please note that we are an association of independent practitioners and billing may vary between doctors**

## Office Staff

Our wonderful receptionists are:

Suzanne ,Marie, Julie,  
Karen and Amanda.



## Practice Manager

Maria is our practice manager. We are delighted to have her heading our administrative team. If you have any questions or comments about the practice, please have a chat with Maria.

## MYHEALTH RECORDS

**Please note: updating information into your MyHealth Record requires a dedicated appointment time.**

### Practice Nurse

Vivien is our practice nurse and she assists and complements our team of dedicated General Practitioners.

Vivien provides many



services, including.....

- Immunisations/Vaccinations
- Health Assessments
- GP Management Plans
- Veterans' Care Program
- Management of chronic illness eg. diabetes, hypertension and asthma
- Wound management.

### Referrals

The Medical Health Act requires that a doctor's assessment takes place prior to any referral to a specialist if Medicare is to reimburse payment. Referrals are made as a result of an examination, or otherwise based upon professional judgment and cannot be backdated.

### Sick Certificates

A sickness certificate can only be provided as a result of a consultation. A certificate **cannot be backdated** or **provided via a telephone request.**

### Phone Calls & Emails

If you wish to speak to your doctor on the phone it is usually necessary to leave a message so that the doctor can return your call at the end of consultations. Mostly, unless pre-arranged with your doctor it is necessary to come in for an appointment.

Doctors at this practice do not use email communication with patients for confidentiality reasons. Doctors do use encrypted electronic communication between other medical specialists which ensures confidentiality for your information.



### Repeat Prescriptions

In the interest of better health care and monitoring, repeat prescriptions generally will not be issued without doctor-patient contact. Where it has been agreed that repeats will be issued, **48 hours notice is required** if it is to be collected.

Please allow an additional 3-4 days if it is to be posted. There is a fee of **\$15.00** for repeat prescriptions that cannot be reimbursed by Medicare.



### Recalls

Our practice is committed to preventative care and we consider a recall system an essential component of quality care. Our practice also participates in National & State based reminder registers which include Pap Smear, Mammogram, Familial Cancer and Australian Childhood Immunisation Registers. Our recall system acts a reminder or follow-up process whereby our patients are contacted to return to our practice for a variety of reasons including, health checks, have tests done, receive results or receive follow-up treatment. Contact may be via phone and more often in the form of a letter from either our practice manager or your doctor. Your consent is sought prior to being placed on our recall and you may decline this service if you wish.



## Medical Records

The North Adelaide Family Practice continues its progression towards full electronic medical records. Medical information received on paper is scanned into your e-record. Security and back-up systems are in place and meet accreditation requirements.

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information

At all times and to ensure that this information is only available to authorised member of staff.

## Please tell us

If you feel there is any way in which we can improve our service to you or if there are any problems you would like to discuss, please speak to the Practice Manager or tell our receptionist or your doctor. We believe that problems are best dealt with within the practice. However, if you feel there is a problem which you wish to take up outside, you may prefer to contact the Australian Medical Association on 8267 4355.

## Obtaining Test Results

You are able to obtain your results:

1. during a return consultation, or
2. via a message left for you at the practice, accessible by phone.

Never assume your results are normal if you have not heard from us.

Our practice has a dedicated message bank system called "The Action List" and allows our staff to relay your doctors advice or instructions left specifically for you after reviewing your results.

To receive your test results messages, please ring after 9.00am during open hours, no later than 7 days after your test is performed.



## Interpreter and other communication services

Our practice provides for the communication needs of patients who are not proficient in the primary language of our clinical team and/or who have a communication impairment.

## CONFIDENTIALITY

Our practice is dedicated to your confidential security and privacy of health information. At times, our doctors will take part in research, professional development and quality assurance. This can involve the collection of patient data, which will always be de-identified and those involved in analysis of data would not be able to identify which patient has been included.

If you would like more information please ask for a patient information leaflet or ask your doctor.

## SMOKING POLICY

This practice has a **NO smoking policy**, on our practice premises or in the immediate environment.



## Patient Feedback

Results from our recent 'Patient experience survey results'  
98% of all patient ratings were good, very good or excellent.

## Practice Survey

Thank you to those who responded to our practice survey. We scored above average for the majority of the questions. The feedback suggested you sometimes have difficulty seeing your doctor of choice. We have increased our 'book on the day' appointments to enable more patients with urgent issues to see their regular doctor.

It is requested that you take or make a call outside of the building away from the Verandah. Turn **OFF** your phone when in with the doctor.

