

Waiting Times

Our Practice aims to provide the best quality care in the best environment. Because of the demands on our doctors, during busy periods you may experience lengthy waiting times. We thank you for your patience. You are more than welcome to phone ahead, prior to your appointment.

We are more than happy to call you back if your doctors is running late and let you know what time to come in.

Medical Students

We take pride in our role as a Training Practice for young Medical Students.

If we have a student on site Reception or the Doctor will ask your consent before they sit in your consultation.

Suggestions & Feedback

Have any suggestions for us? Do you have a problem you would like us to know about? Please leave us a message in our Suggestion Box, located in Reception.

You can also send us an email at feedback@hastingsmedical.com

We value and appreciate your feedback, and take any suggestions or complaints seriously. However if you wish to take the matter further you can contact the Medical Registration Board, AMA or Health Care Complaints Commission on 1800 043 159.



A friendly reminder that rude or violent behaviour towards anyone will not be tolerated and you may be asked to leave.

Communication Policy

General phone calls will not be put through directly to Doctors whilst they are consulting unless of an extremely urgent matter. Please leave a message with reception and contact details for a return call. Doctor will be notified of your call electronically. We usually communicate via a phone call but with patient consent an SMS may be sent. Email is only used if patient consent is given. Patients are made aware that their privacy and confidentiality can be compromised by this method. Email is a last resort form of communication.



Hastings Medical Centre



Opening Hours:

Monday to Friday 6:30am—5pm

Saturday: 8am –11am

Sunday: Closed

70 High Street

Wauchope NSW 2446

Phone: 02 6585 1977

Fax: 02 6586 1331

www.hastingsmedical.com

feedback@hastingsmedical.com



Doctors

Dr Philip Ewart
Dr Karen Counter
Dr Md Safiqul Islam
Dr Russell Chowdhury
Dr Shahala Khan
Dr Sahar Nosrat
Dr Nicholas Hirst
Dr Mainak Nag

Nurses

Tracey, Annette, Dawn

Reception

Melissa, Lauraine, Trish, Kath, Lisa, Jenny, Sharon, Sue

Office Management

Robyn Withers

Exercise Physiologist

Anthony Scarabello

Appointments

Please phone 02 65851977 to make an appointment. Our staff have been trained in triage and emergencies will be given priority.

Longer consultations are available, so please advise reception if you believe you may require a longer Appointment.

Bookings can also be made via Health Engine, as well as through the Appointuit App. Free to download from the App Store or Google Play.

If required, we can also arrange an interpreter service for your appointment.

Our Services

As well as General Practices our Doctors have interest in Women's Health, Family Medicine, Pain Management, Chronic Disease Management and Preventative Health Care. Services include: Family Planning, Cervical Screening, ECG's, Counselling, Immunisations, Minor Surgical Procedures, INR's, Diabetes & Asthma Management, RMS Periodical Driving Assessments, Skins Checks and Health Assessments.

After Hours Care

If you have a medical emergency outside of our normal operating hours please call 000 for an Ambulance.

You can also present to Port Macquarie Base Hospital on Wrights Road, Port Macquarie. (Phone: 5524 2000)

You may call the on-call doctor by phoning 0412 971 631 (Please note a fee may be charged for After Hours Services)

For minor injuries such as skin lacerations, fractures or musculoskeletal injuries, as well as other minor illnesses, patients can attend the Wauchope District Memorial Hospital from 8am—6pm, 7 days a week. You can phone them on **65 80 8000**

Home & Other Visits

Home visits are available for regular patients, living within the Wauchope area whose condition prevents them from attending the surgery. If you require a home visit please contact reception during opening hours arrange one.

Fees & Billing Arrangements

Hasting Medical Centre is a fully Bulk Billing practice. For Employment Medicals and other work related cases fees may apply.

Getting your results

It is always important to follow up any tests or procedures you have with your Healthcare Professional. Please make a follow-up appointment if instructed to do so by your Doctor or Nurse.

Our Doctors or Nurses may also contact you on occasion to discuss results and instruct patients on the next step of treatment.

A friendly reminder that Hastings Medical Centre has a NO smoking policy



Management of your Personal Health Information

Your medical record is a confidential document. It is a policy of this practice to maintain the security of Personal Health Information at all times.

A copy of our Privacy Policy is available at reception upon request.

To help us to better provide for your healthcare needs, please inform reception of you identify with a specific cultural group or ethnicity (ie Aboriginal, Torres Straight Islander, other)

At Hastings Medical Centre we are committed to preventive health care. Therefore we may submit data to various disease specific registers (ie cervical, breast and bowel cancer screening) to assist with your health management. Please be advised that your consent is required and you may opt out if you desire.

We also offer the opportunity to register for Your e-Health record. Speak to your Doctor.

Updating your information

If any of your personal details change or are updated please advise reception.

Please also ensure that our reception have up-to-date emergency contact details for you in the event that we may need to contact someone for you.

Missed Appointments

As a courtesy to the Doctor and other patients of the Practice, please give as much notice as possible if you are unable to keep your appointment.