

55 Bathurst Road, Orange NSW  
[www.thewellnesshouse.com.au](http://www.thewellnesshouse.com.au)

(T) 02 63915900 (F) 02 63915999

(A/A) 0429943112



## Practice Information Sheet

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### Consulting Hours

Monday to Friday - 8am to 8pm (Last appointment 7:30pm or as needed)

Saturday - 8am to 2pm

Phones are switched on at 8.30am

Appointments can be booked at any time online via **HotDoc** or our website or by phoning 63915900.

### Fees

Dr Thim Chen and Dr Alex Hoyle will be Bulk billing for children 16 and under, students, pensioners, concession card holders or patients who participate in our Wellness Clinic. Patients who have a chronic condition that is likely to persist for longer than 6 months are eligible to enrol in our Wellness Clinic. This is a process that aims to proactively manage a patients condition by undertaking scheduled periodic reviews to ensure timely identification for intervention support, help reduce barriers to access of care, provide greater self-management support and assistance in navigating the health system. Enrolled patients will be eligible for bulk billing on all consultations. For a patient who does not come into these categories a fee will be payable on the day of consultation, with an instant rebate available from Medicare, through our Reception desk.

Fees will be as follows:

#### Dr Thim Chen

GP Consultation - Routine Consultation Hours	Total	Rebate	Gap
Initial (30 minutes)	\$105.00	\$75.05	\$29.95
Brief (<5 minutes)	\$45.00	\$17.45	\$27.55
Standard (15 minutes)	\$65.00	\$38.75	\$26.25
Long (30 minutes)	\$105.00	\$75.05	\$29.95
Prolonged (45 minutes +)	\$140.00	\$110.50	\$29.50
Non-attendance fee – to be paid prior to next appointment being booked	\$20.00	\$0.00	\$20.00

## **Dr Alex Hoyle**

Dr Hoyle will be billing under the Patient Chosen Gap Payment (PCGP) model. This allows patients to determine how much they pay for a GP visit and enables them to make a voluntary gap payment if they wish to do so.

If a patient deems that the service provided by Dr Hoyle is worth paying a gap payment they can choose to pay a private fee in excess of \$50.00. If a patient would prefer to be bulk billed they may choose that billing method.

The suggested private fee is \$75.00 for a standard consultation. A Medicare rebate of \$38.75 is available for this. This rebate is directed from Medicare back into the patient account within 24hours. The gap payment for the patient is \$36.25.

This payment is entirely decided upon by the patient. Dr Hoyle will continue to automatically bulk bill all pension and health care card holders, patients under the age of 16 as well as all patients who choose this billing method.

**ALL OTHER GP'S WILL CONTINUE TO OFFER BULK BILLING SERVICES TO ALL PATIENTS.**

## **After Hours Service - On call Phone 0429 943 112**

Between 6pm and 8 am weekdays and 1pm Saturday to 8 am Monday, one of our General Practitioners is available to give advice and /or consult outside of normal Centre Opening Hours

**Home visits - can be arranged in discussion with your regular General Practitioner.**

**Walk- In Patients: Patients registered or unregistered with The Wellness House are able to “walk-in” and be offered a suitable consult time after Triage by the Nursing Staff. Every attempt is made to accommodate “walk-ins” according to the urgency of their situation.**

## **Allied Health Practitioners:**

Allied Health Practitioners charge a Private Fee as determined by each Practitioner. A referral is necessary for your Private Health Fund claim.

Enhanced Primary Care plans provide a limited number of treatments with a Medicare rebate. Your Allied Health Provider will advise the method for paying and/or claiming for these treatments. Please check with Reception on completion of your visit. DVA gold card holders need to check with DVA.

## **Privacy policy**

Your medical record is a confidential e-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 persons.

Records transfer can be arranged with a signed consent form available from Reception.

You may have a copy of our full Privacy Policy on request at Reception.

## **Patient Rights**

Participation concerning your treatment or the recommendations offered to you can be discussed with your GP or nurse by making a follow up appointment or seeking a second opinion. You have the right to refuse treatment if you wish.

**Referrals to other practitioners.** Your referrals will be handed to you at consult or will be sent encoded if possible or faxed directly to the Specialist.

## **Communication Policy**

The Wellness House can be contacted by:

Phone: (02) 6391 5900

After Hours: 0429 943 112

E-mail: [admin@thewellnesshouse.com.au](mailto:admin@thewellnesshouse.com.au)

**If contact needs to be made with a patient**, a phone call will be made to your mobile or home phone (as authorised by you) and a Text message will be sent to your personal mobile requesting you arrange a follow up appointment. If there is no response, a letter will be sent. This is documented in your patient file.

## **Difficulty in communication –**

If you experience difficulty in comprehending due to language or hearing problems - Reception and the Doctor will be able to utilise a Translator Service 131450 or Impaired Hearing Service

## **Follow up of Results**

Your Doctor will request a follow-up visit to discuss results. Several calls will be made to your Mobile or Home phone and messages left. If no response, a letter will be sent requesting contact. This will be documented in your patient file.

## **Reminder systems**

Text reminders are sent to all patients booked for appointments.

Text reminders are also sent to patients booked with Allied Health Providers. Patients are asked to advise if unable to attend. These are sent 1-2 days before the scheduled appointment. If no Mobile is available a message is left on home phone to contact the Centre. If you fail to attend you may be charged a fee for non-attendance.

## **Feedback and complaints**

To make a complaint or give feedback on the service received at The Wellness House a Suggestion/Complaint Box is provided in the Waiting Room. Complaints and feedback are logged on the Complaints Register for the Practice Manager's attention. Formal complaints can be made in writing with the HCCC. Toll Free 1800 043 159. Ask Reception for the HCCC Brochure.

**Complaints about Privacy Issues** can be made to: **The Office of the Australian Information Commissioner** - Ph: 1300 363 992

**GPO Box 5218 Sydney NSW 2001**

**Complaints continued** <http://www.oaic.gov.au/>

**Complaints about GPs** should be discussed with the Practice Manager and a notification can be made to Australian Health Practitioner Regulation Agency (AHPRA) <http://www.ahpra.gov.au> about the conduct, health or performance of a practitioner or the health of a student. Practitioners, employers and education providers are all mandated by law to notify of inappropriate or unsuitable conduct to a registered practitioner or student to AHPRA.

## **The Wellness House Team**

**Principals** - Dr Thim Chen and Melinda King

### **General Practitioners:**

Dr Thim Chen FRACGP  
Dr Usha Rani Maniam FRACGP  
Dr Viraj Liyanage  
Dr Genevieve Tan

Dr Aung Moe FRACGP  
Dr Alex Hoyle FRACGP  
Dr Buddhika Seneanayake  
Dr Shazia Habib

### **Nurses**

Lynnie Lambell RN  
Alysha Whiteley RN  
Carolyn Marjoram RN

### **Admin and Reception Team**

Lauren Rigg	Naomi Gibson
Julie Lee	Pauline Mathews
Erin Losanno	Eleanor Stuart
Andrew Drummond	Joan Lenehan
Georgia Kraljevic	Lenai Butler

### **Allied Health Practitioners**

Matthew Brady – Chiropractor/Kinesiologist  
Julian May/ Jocelyn Wood – Physiotherapists  
Annabel Wykamp/Laura Wong – Podiatrists  
Michelle Stewart – Clinical Psychologist  
Peter Watt – Psychologist

Natalia Knezevic- Dietician  
William Gill – Hypnotherapist

**Our Allied Health Providers offer a wide variety of related services and treatments.**

## **Requesting a doctor of your choice**

When booking an appointment, the patient is able to request the Doctor or Practitioner of their choice. This service can be accessed via reception or selecting the preferred practitioner online.

## **Consultation length**

Consultations may vary in length depending on the reason for the consultation.

Procedures and cervical testing, vaccination and assessments, require a double appointment.

These consultations require both a Doctor and a nurse appointment to be booked.

Reception will advise regarding your consult needs and will allocate a suitable appointment time as needed.

**HotDoc** allows you to allocate more time by selecting a “long consult” or two appointment times.

## **Services - Available GP Services include:**

Medical Consultations	Implanon insertion and removal
Travel vaccinations	Mirena removal
Skin checks	Diabetes care
Cervical Smears	Biopsies
Medical Examinations / Report	Medication Checks
Chronic Care Assessments	Asthma plans
Childhood Immunisations	Flu vaccinations
Small surgical procedures	Ear Syringing
45-49 year checks	75 year checks
Baby checks	Womens Health advice
Mens Health Checks	ATSI Health Checks

There may be a fee for these services – check with Reception prior to visit.

**Please advise Reception of any changes in your contact details**

Changes that impact your medical record include:

**Name:(as it appears on your Medicare Card)**

First.....

Last.....

Medicare Number.....

Pension /Health Care Card Number.....

Residential Address.....

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Postal Address.....

.....

Mobile Phone Number.....

Home Phone Number.....

**Contact person (Emergency).....**

**Contact Person's Best contact number.....**

**Important**

**Do you wish to receive reminders or text messages on your Mobile YES/NO**

**Thank you**