



# PartridgeGP

Practice Information Booklet



***PartridgeGP provides professional, comprehensive, empowering and sustainable healthcare promoting health and wellbeing as well as managing illness.***



## Our Clinical Team



General Health Care  
Skin Cancer Medicine  
Chronic Disease  
Management  
Shared Palliative Care  
Travel Medicine  
Occupational Medicine

### **Dr Nick Mouktaroudis**

MBBS, FRACGP – Practice Principal

Practice Principal  
Monday to Friday



General Health Care  
Mental Health &  
Counselling  
Chronic Disease  
Management  
Travel Medicine  
Shared Palliative Care  
Low Carb Diet

### **Dr Nick Tellis**

MBBS, FRACGP – Practice Principal

Practice Principal  
Mon, Tues, & Fri



General Health Care  
Obstetric Shared Care  
Women's Health  
Contraception  
Chronic Disease  
Management

### **Dr Monika Moy**

MBBS, FRACGP

Mon / Tues / Wed / Fri / Sat



General Family Health  
Chronic Disease  
Management  
Indigenous Health  
Women's Health

### **Dr Penny Massy-Westropp**

MBBS, FRACGP

Mon / Tues / Thu



General Health Care  
Paediatric Health Care  
Chronic Disease  
Management  
Shared Palliative Care  
Occupational Medicine

### **Dr Gareth Boucher**

MBChB, FRACGP

Mon / Fri

Skin Cancers & Dermatology  
General Health Care  
Weight management  
Travel Medicine  
Men's Health  
Iron Infusions  
Preventative Health  
Chronic Disease Management



### **Dr Nikhil Tamminedi**

MBBS, FRACGP

Mon & Thu

### **PartridgeGP**

670 Anzac Highway, Glenelg, SA 5045  
PH: 8295 3200 – FAX: 8376 3785

## Our Clinical Team



General Family Health Care  
Musculo-skeletal Medicine  
Women's Health  
Child Health

### **Dr Katherine Astill**

MBBS, B Physio, DCh, FRACGP

Tue / Wed / Thu / Fri / Sat



Women's Health  
Antenatal Care  
Sexual Health  
Preventative Health  
Palliative Care  
Children's Health  
Iron Infusions

### **Dr Kim Omond**

MBBS, FRACGP

Mon / Wed / Thu / Fri

***Currently taking new patients***



Aged Care  
Women's Health  
Iron Infusions  
Skin Checks & Procedures  
Chronic Disease Management

### **Dr Parbati Gurung**

MBBS, FRACGP

Thu / Fri

***Currently taking new patients***



Women's Health  
General Family Medicine  
Immunisations  
Mental Health  
Chronic Disease Management

### **Dr Caitlin Olds**

MBBS, FRACGP

Mon / Tue / Wed

***Currently taking new patients***

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## Our GP Registrar Team

PartridgeGP is proud to partner with GPEX to train new General Practitioners. Registrars are qualified, experienced doctors who are training to specialise in General Practice.



Sports Medicine  
General wellbeing  
Musculo-skeletal Medicine  
Sexual Health  
Mental Health  
Geriatric Medicine

**Dr Chris Curran**

MBBS

Tue / Wed / Thurs/Fri  
***Currently taking new patients***



General Healthcare  
Women's Health  
Palliative Care  
Preventative Health  
Child Health

**Dr Laura White**

MBBS

Tue / Wed / Thurs / Fri  
***Currently taking new patients***

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## Practice Opening Hours

### Monday – Friday

8:30am – 5:00pm

**Thursdays** 8.30am-8.30pm

**Saturdays** 8:30am – 12:30pm

## Access & Parking

Parking is available at PartridgeGP via a left turn off Anzac Highway. If you are travelling north on Brighton Road, you can access Anzac Highway via a right turn into Augusta Street, left into First Avenue, and left onto Anzac Highway. Our Practice has been designed for wheelchair access. The Glenelg area is well connected to public transport. Please visit Adelaide Metro for more information regarding public transport timetables and routes.



## Consultations

Our appointment system caters for urgent, non-urgent, complex, planned chronic care and preventative healthcare. Emergencies will always be given priority and our Administration team will attempt to contact you if there are any unforeseen events which may impact your appointment time.

## Telehealth Consultations

Telehealth consultations are available for patients who have been seen in the practice in the previous 12 months or those patients who have tested positive to Covid 19.

## Home Visits

Home visits are not offered by all doctors. Your regular doctor may agree to do a home visit in special circumstances. Please talk to our receptionist if you wish to organise a home visit.

## Booking an Appointment at PartridgeGP

Our Practice operates on an appointment basis and does not necessarily have appointments available for walk in patients, but we will accommodate whenever possible. Standard consultations are approximately 15 minutes. If you need more time with your doctor please arrange a long consultation at the time of booking. We also offer an online booking system which can be accessed via our website or from your mobile device. You can download the **HOTDOC APP** for iPhone and Android from our website. Alternatively, you are welcome to call our friendly Administration team on **08 8295 3200**.



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### Emergencies

In an emergency, please dial **000** or attend the nearest hospital. The nearest hospital to our practice is:

#### **Flinders Medical Centre**

Flinders Drive, Bedford Park SA  
Ph 8204 5511

### After Hours

After Hours  
Services are  
available. Please  
call the practice to  
access care.

### Urgent Appointments

Urgent appointments will be  
seen by the next available GP.  
Please advise our Reception if  
you believe you require an  
urgent appointment.

### Prescriptions, Referrals & Forms

An GP appointment is required for all  
scripts, referrals and forms unless  
you make a prior arrangement with  
your GP. A fee may be incurred for an  
out-of-consult service.



### Investigations & Test Results

- All results are reviewed by your treating GP. We ask that patients follow up results with a GP appointment.

### Recalls & Reminders

PartridgeGP utilises an SMS service to advise you of the need to attend for a recurring test, review of results or follow-up appointment. These reminders may be sent for Care Plan Appointments, Immunisations, Cervical Screening Tests and Skin Checks or for a review of a medical condition.

This system allows us to provide ongoing support and care for you and your family.

### Communication Policy

In limited circumstances, the doctors in this practice will return calls from patients as soon as possible. It is preferred that patients book an appointment if they wish to communicate with the doctor. We strongly discourage email communication regarding health concerns as emails are not necessarily a confidential or timely manner in which to communicate.

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# Allied Health at PartridgeGP

PartridgeGP has a range of allied health services onsite to support all your health care needs  
Please contact our friendly administration team on **8295 3200** for more information

## Dietetics



### ADELAIDE NUTRITION

Plant Based Eating  
Weight Management  
Pre-Diabetes & Type 2 Diabetes  
Irritable Bowel Syndrome  
Osteoporosis  
Malnutrition in the elderly  
Cholesterol  
Sports Nutrition  
Intuitive Eating  
Non-Diet Approach  
Fussy eating in children/adolescents



**Mattea Palombo**

Accredited Dietitian

## Podiatry

### FOOT & SOLE PODIATRY

General Foot & Nail Care  
Podi & Pedi Foot Treatment  
Diabetes Assessments  
Orthotic Therapy  
Dry Needling  
Prolotherapy



**Roseana Haddad**

Podiatrist



**Mark Edwards**

Clinical Psychologist

Anxiety & Depression  
Relationship Counselling  
Substance Abuse & Addiction  
School & Uni Motivation Issues  
Anger Management  
Self-Esteem Issues  
Workplace Issues

PTSD  
Anxiety & Depression  
Relationship Counselling  
Gender & Sexuality  
Culture  
Gender based Violence  
Wellbeing  
Resilience  
Aboriginal & Torres Strait Islander Culture



**Dr Marja Elizabeth**

Clinical Psychologist

## Visiting Specialists at PartridgeGP

### Gastroenterology



**Dr Paul Spizzo**

General Gastroenterology  
Inflammatory Bowel Disease  
Endoscopy  
Colonoscopy  
Bowel Cancer Prevention  
Coeliac Disease  
Irritable Bowel Syndrome

**For Bookings Visit**

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

**or call 8292 2370**

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continually improve our practice. However, if you have any concerns or suggestions, please feel free to contact our Practice Manager Tracey Holgate.

### Feedback / Complaints

If you would like to discuss any aspect of your care, please ask to speak with our Practice Manager, Tracey Holgate.

External complaints can be made to:

**Health & Community Services Complaints Commissioner,  
Level 4 East Wing, 50 Grenfell Street, Adelaide SA 5000**

**P: 08 8226 8666 or 1800 232 007**

### Patient Privacy

For information on how we collect, use, hold and share your personal information PartridgeGP's Privacy Policy is available on request from Administration. For more information or to request a copy please contact us on 8295 3200.

### Patient Surveys

Occasionally we invite patients to complete questionnaires in relation to our practice and services, and how you think we can improve. These surveys are confidential and assist us to



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**PartridgeGP Practice Fees**  
**Current as at 1<sup>st</sup> January 2024**

STANDARD CONSULT ITEMS				
STANDARD PATIENT FEES				
Item	Description	Fee	Medicare Rebate	Out of Pocket Cost
23 (B)	Standard Consultation In person or telephone/video	\$ 110.00	\$ 41.20	\$ 68.80
36 (C)	Long Consultation In person or telephone*/video *if registered with My Medicare	\$ 180.00	\$ 79.70	\$100.30
DISCOUNT FEES				
Children 5-16 years   Aged Pensioners				
Item	Description	Fee	Medicare Rebate	Out of Pocket Cost
23 (B)	Standard Consultation	\$ 90.00	\$ 41.20	\$ 48.80
36 (C)	Long Consultation	\$ 160.00	\$ 79.20	\$ 80.30
BULK BILLING				
Available for <b>Children 0-4 years</b> Monday-Friday 8.30am-5pm ( <b>fees apply Thursday nights and Saturday mornings</b> )				
Veteran Affairs Gold Card Holders (DVA) are bulk billed at all times				
THURSDAY NIGHTS & SATURDAYS				
After Hours Fees apply Thursday nights (from 6pm) and Saturdays.				

**For a comprehensive insight into our Practice Fees please call our friendly reception team  
for further information on our services.**

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## **PartridgeGP Privacy Policy**

We recognise the importance of protecting the privacy and the rights of individuals in relation to their personal information. This document is our privacy policy and it tells you how we collect and manage your personal information.

We respect your rights to privacy and have a legal obligation to abide by the provisions of the Australian Privacy Principles (APPs) contained in the Privacy Act 1988. These cover the collection, use, disclosure, quality and security of your personal information. We also act in accordance with South Australia's specific privacy laws.

*Further information on Privacy Legislation is available from:  
Office of the Federal Privacy Commissioner  
1300 363 992*

What is your personal information?

Health information is a subset of personal information. Personal information is, by definition, sensitive; it requires more rigorous protection than non-sensitive information. Personal information can include any information collected in order to provide a health service, such as a person's:

- name and address
- bank account details
- Medicare number
- health information (such as a medical or personal opinion) relating to their health, disability or health status, and all the information collected in your medical record to improve the care that we provide to you (for treatment, screening, and referral purposes).

Even if there is no name attached to particular details, some details about a person's medical history or other information could identify the person, (eg details of an appointment). Therefore, this information is still considered health information and must be protected in accordance with the Privacy Act 1988.

We collect your personal information from you, either in person, or through our booking and electronic systems (Hot Doc and Better Consult with other systems as required from time to time – any additional systems will require your consent at the time of use) unless it is unreasonable or impracticable to do so.

Third parties can also provide information including:

- Information you have consented to them providing;
- From health providers or services you have been referred to or from;
- from your employer or prospective employer; or
- From law enforcement or government agencies.

Wherever it is lawful and practicable, patients are able to remain anonymous when receiving care, if for example, sensitive issues arise or they feel they may be at risk, such as domestic violence situations or difficult relationships. In these circumstances, the use of an alias or 'disguised identity' may be the best approach.

We only collect your personal information to serve you better – if we do not, we may not be able to offer you services, diagnoses, or treatment to the standard we usually deliver and that you rightfully expect. These services include diagnosis, treatment, administrative and billing services (including processing your correct rebates from Medicare, DVA, and other insurers), good record keeping (including your medical record, the Australian Immunisation Register, and My Health Record, if you have consented to

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this), holding your contact details for recall and review purposes, to comply with the laws of South Australia and Australia, and for our insurance and indemnity reasons. In addition to all of these, keeping your personal information allows us to respond quickly and well to any concerns or inquiries you may have, in regard to your health, or to our treatment of you.

Your personal information will not be shared, sold, rented or disclosed other than as described in this Privacy Policy or as permitted under the Act.

Your personal information may be seen and used by:

- The staff of PartridgeGP, medical and clinical providers working with PartridgeGP, and providers who partner with PartridgeGP to provide you with better care (including, but not exclusively limited to; our IT provider, the GP training provider – GPEx, our insurance providers, and other providers from time to time)
- With your express consent, an employer or prospective employer/their authorised representatives and/or their insurer in the case of a work-related consultation or service; and
- any organisation or person for any authorised purpose, also only with your express consent.

### **Can I see and change my personal information?**

Yes, just contact us. There is no fee for making contact, and we will not unreasonably withhold the information about or concerning you that we have collected. Fees may apply for the provision of information/reports – these will be clearly communicated to you at the time.

PartridgeGP has rights and obligations under the Act in regard to personal information – again we will not unreasonably withhold information about you, from you. For example, we may need to delay or not grant access if others (or you) would have their health or privacy affected by such access. If this is the case, we will advise in writing the decision, the reasoning, and possible remediations.

Please contact us in writing if you feel the information we hold about you is incorrect or in error. We will either correct this or make a note to the effect that you disagree with the information we hold.

### **What if I think my privacy has been breached?**

All staff are mindful of and respect the patient's right to confidentiality and privacy. Patient details are not openly stated over the telephone within audible range of other patients or visitors. PartridgeGP prides itself on the high calibre customer service we provide and value information security, confidentiality, right to privacy, dignity and respect.

It is not appropriate for administrative staff to give out any treatment or clinical advice as this falls outside their scope of practice.

PartridgeGP does not disclose any patient information including clinical and account information, except where deemed necessary by government legislation. No information is disclosed over the telephone as we are unable to determine the true identity of the patient.

In person the practice is able to obtain written consent from a patient and act accordingly under their instruction.

If you believe that your privacy has been breached, please contact us in accordance with the arrangements set out below and provide details of the incident so that we can investigate it.

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We do not disclose your personal information to anyone outside of Australia except with your express consent. We also ensure your personal information is protected from misuse and loss and from unauthorised access, modification or disclosure. We may hold your information in either electronic or hard copy form. Personal information is destroyed or de-identified when no longer needed.

Information supplied via our website or email is a security risk and any personal information or other information which you transmit to us in these ways is transmitted at your own risk.

### **Third Party Websites**

Our website and social media accounts may contain links to other websites operated by third parties. We make no representations or warranties in relation to the privacy practices of any third-party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing you about their own privacy practices.

### **How do I contact PartridgeGP – feedback/concerns/complaints?**

Please contact us via phone:

82953200

Or email:

[reception@partridgegp.com.au](mailto:reception@partridgegp.com.au)

We will respond to you in a timely manner. If an urgent response is required, please contact us by phone.

Any changes to this privacy policy will be posted on our website.

PartridgeGP July 2024 (Reviewed Annually).

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*Long term wellness and health!  
Let's go there together*

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