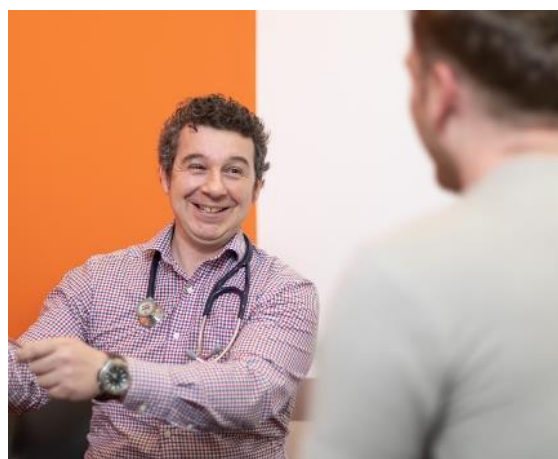




PartridgeGP

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
Tues, Wed, Thu & Fri



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, Thu & 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 / Thu



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

Dr Gareth Boucher

MBChB, FRACGP

Saturdays



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

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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
Children's 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

Wed / Fri

Currently taking new patients



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

Dr Caitlyn Olds

MBBS, FRACGP

Mon / Tue / Wed

Currently taking new patients

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Our GP Registrar Team

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



General Healthcare
Iron Infusions
Travel Medicine
Children's Health

Dr Jon Weston

MD

Mon / Tue / Wed / Thurs / Fri / Sat
Currently taking new patients

Skin Cancers & Dermatology
General Healthcare
Women's Health
Mental Health
Geriatric Healthcare



Dr Emily Balfour

MBBS

Mon / Tue / Wed / Thurs / Sat
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 Reception 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 Reception 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 Team 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 via HotDoc 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. If you wish to opt out SMS reminders, please speak to the Reception Team.

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 Reception Team on **08 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



FOOT & SOLE
PODIATRY



Mark Edwards

Clinical Psychologist

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

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

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 Office Manager, Jared Wong.

Feedback / Complaints

If you would like to discuss any aspect of your care, please ask to speak with our Office Manager, Jared Wong.

If we are unable to resolve your complaint, you have the right to escalate your complaint to:

**Health & Community Services Complaints Commissioner,
Ground Floor, 191 Pulteney 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 enclosed within this booklet. If you require further information, please contact us on 08 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 1st July 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	\$ 122.85	\$ 42.85	\$ 80.00
36 (C)	Long Consultation In person or telephone*/video *if registered with My Medicare <i>Initial appointments for new patients will be booked as a long consultation.</i>	\$ 192.90	\$ 82.90	\$110.00
DISCOUNT FEES				
Children 5-16 years Aged Pensioners				
Item	Description	Fee	Medicare Rebate	Out of Pocket Cost
23 (B)	Standard Consultation	\$ 102.85	\$ 42.85	\$ 60.00
36 (C)	Long Consultation	\$ 172.90	\$ 82.90	\$ 90.00
BULK BILLING				
Available for Children 0-4 years Monday-Friday 8.30am-5pm (fees apply Thursday nights and Saturday mornings)				
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. Bulk-billing and discount fees do not apply on Thursday nights 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 (HotDoc 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,

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the Australian Immunisation Register, and My Health Record, if you have consented to 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 – RACGP, 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.

When presenting in person, the practice is able to obtain written consent from a patient and act accordingly under their instruction.

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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.

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:
08 8295 3200

Or email:
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 May 2025 (Reviewed Annually).

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

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