



# Pear Tree Family Practice

*a true family practice, healthcare for all ages*

## Patient Information

Pear Tree Family Practice is a family owned, independent practice. Our doctors are all fellows of the Royal Australian College of General Practice. We aim to provide the same standard of care we would like our own family to receive; thorough, high quality, current, all-inclusive care with a strong emphasis on preventative health.

### Our services

we provide care in all areas of General Practice, including:

- Women's health
- Obstetric shared care
- Mirena and Implanon insertion/removal
- Vaccinations & travel medicine
- Children's health
- Men's health
- Musculoskeletal medicine
- Skin checks
- Chronic disease management
- Acute illness
- Mental health care
- Aged care (incl. Nursing Home visits)

### Our doctors

Dr Emily Carroll, Dr Kristin McLaughlin, Dr Jeremy Cho, Dr Niamh Devlin, Dr Dalini Selvam and Dr Jacqui Downey are our General Practitioners. Their qualifications and areas of interest are highlighted on our website. Our registered nurse Bridget provides clinical support and assists with chronic disease care planning and vaccinations.

### Opening hours

- Monday to Friday: 8.30am – 5pm
- Saturday: 8.30am – 12.30pm
- Sunday/Public Holidays: closed

### Pathology

We have onsite pathology provided by Clinpath. Current opening hours are Monday to Saturday 8.30am – 11.30am. All pathology forms are accepted.

### After hours and home visits

**16 Partridge Street Glenelg SA 5045**

**Phone: 7228 5818**

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

After hours health care is provided by our locum service National Home Doctor, by phoning 137425. Home visits by our doctors are available by appointment to regular patients of the practice whose condition prevents them from attending the surgery.

## Emergencies

**In an Emergency please dial 000.** The closest hospital is Flinders Medical Centre, Bedford Drive, Bedford Park SA 5045, 24 hours, phone (08) 8204 5511. For assistance in a mental health emergency please call Mental Health Triage on 13 14 65 (24 hours).

## Consultations

Our standard consultations are 15 minutes. Longer consultation times are available, which you may require for mental health consultations, multiple issues and procedures. Please speak with our reception staff so we can allocate enough time to meet your needs. We also encourage and support the use of digital technology to enable you to book your appointment online 24/7 via HotDoc.

Please advise our reception staff of your needs for an interpreter service or the National Relay Service (for those with a hearing impairment) when you book your appointment. 48 hours notice would be appreciated for in-person translation services, although we can arrange a telephone based service at shorter notice.

**We will always prioritise urgent medical conditions and strive to see unwell children on the same day. Please advise our reception staff if you think your health issue is urgent and we will address this accordingly.**

## Fees and payment policy

We are a private billing practice. Services are required to be paid in full on the day of consultation. Payment may be made by EFTPOS or Credit Card (Visa and MasterCard). Claims will be submitted to Medicare on your behalf and you will receive any rebates via your nominated bank account. Our standard consultation fee is \$79 and a long consultation is \$146. Children and aged pensioners will be charged a discounted fee for the first visit each calendar month, and then bulk-billed for further consultations for that month. We will continue to bulk-bill DVA Gold Card holders. Please note that we do not bulk-bill any consultations on a Saturday and a \$10 surcharge applies due to staffing costs. Procedures may have an additional fee. A fee schedule is available on our website or from our reception staff.

## Privacy policy

At Pear Tree Family Practice, we keep records of your personal details and medical history. We adhere to strict guidelines for your privacy, and are happy to provide you with a copy of our privacy policy at any time. To provide quality preventative health we submit patient data to various disease specific registers (eg. cervical screening). We also submit our vaccination records to the Australian

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Immunisation Register. You are able to opt-in or opt-out of this service at any time. For your privacy, we do not communicate via email as it is not secure.

### **Patient feedback and complaints**

We are committed to providing a quality service. If you have a problem, we would like you to share your concerns with us. We take any concerns, complaints or suggestions seriously. If you prefer you may direct complaints to the Health and Community Services Complaints Commissioner on (08) 8226 8666.

### **Recall/reminder system**

Good preventative care is a key part of our role as your General Practitioner. We use a computerised reminder system and may be in contact with you to offer preventative health care, relevant to your health needs. If you do not wish to receive reminders, please let your doctor or our reception staff know.

You will receive a secure SMS reminder for all appointments. Please reply if you no longer need the appointment or you may have to pay a non-attendance fee.

### **Test results, referrals and telephone calls**

It is important that all test results are followed up in a consultation with your doctor. We can give Cervical Screening and Bowel Screening results over the phone. We do not give any other results over the phone or via email. You may receive a secure SMS if your doctor requests to follow up any non-urgent results. You may opt out of this at any time. All repeat prescriptions, referrals and medical certificates require a consultation with your doctor to ensure appropriate, current treatment. Our doctors are not routinely available to take and return patient phone calls during consulting hours. We ask where possible that you make an appointment to discuss your concerns with your doctor.

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