



Your medical record is a confidential 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 members of staff. All medical records require a password for access.

THIS PRACTICE MAINTAINS A NO SMOKING POLICY



Practice Fees

Standard Consultation
\$65 (less than 20 mins)
Long Consultation

\$120 (over 20 mins - or multiple issues)
The first consultation for all new patients will be a long consultation.

Extra Long Consultation
\$175 (over 40 minutes)



PAYMENT IS ON THE DAY OF CONSULTATION

NO ACCOUNTS WILL BE GIVEN

Pensioners, concession card holders, DVA patients, children under 16 years old and patients undergoing minor surgery, may be bulk billed at the doctor's discretion.

OTHERWISE, THIS PRACTICE DOES NOT BULK BILL

SCRIPTS AND REFERRALS PROVIDED WITHOUT A CONSULTATION WILL ATTRACT A FEE

Skin Cancer Service - Fees
Dr Tomas, Dr Sadeq, Dr Ben Canalese

Fees range from \$65 up to \$150



Gumtree Medical

Practice

55 North Street
Dubbo NSW 2830
Phone: (02) 6885 1559
Fax: (02) 6885 6405

Dr Steven Tomas
Dr Jenni McInnes
Dr Shanathi Nanayakkara
Dr Asha Jacob
Dr Zahraa Sadeq



Jo - Registered Nurse
Karen - Registered Nurse
Lauren - Endorsed Enrolled Nurse
Annette - Practice Manager
Cathryn - Receptionist
Toni - Receptionist



Email: nsmp@australiaonline.net.au
Website: www.gumtreemedical.com.au



PRACTICE INFORMATION

Opening Hours

Monday to Friday 8.30 am - 5.30 pm

Appointments & Consultations

All consultations are by appointment by phoning 6885 1559. If you have an urgent problem or a problem that may require a longer appointment, please advise reception when making your booking.

Our practice offers video consultations with participating specialists. These appointments are scheduled according to the availability of all parties and rooms within the practice.

If you are in distress or pain, or if you have an infection that may be contagious to others in the waiting room, please let the receptionist know so that she may offer you a private waiting room.

Complaints or Problems

If you have a complaint, problem or suggestion, please discuss this with our receptionist. Serious complaints can be forwarded to the Health Care Complaints Commission in writing or by phoning 1800 043 159.



PRACTICE INFORMATION

Home Visits

Home visits are available to patients of the practice where the patient cannot attend the surgery by any other means. As the doctors are very busy, we advise patients to consider asking family or call a Taxi (131 008) or Community Transport 6882 7711), before requesting a home visit. Due to issues of safety, our doctors are not encouraged to make home visits to patients they are not familiar with.

If you phone the doctor a message will be taken and the doctor will make every effort to return your call within 24 hours. Please let the receptionist know if the call is urgent.

A list of medical service fees are listed at the front counter.

After Hours Service

If you require urgent medical attention when the surgery is closed, please contact:

Emergency - 000

Dubbo Base Hospital(Wyal Street)-
6885 8666

Dubbo After Hours GP Clinic(Dubbo Base Hospital Ambulatory Care) - 6884 9739
(Saturdays, Sundays & Public Holidays - 2pm to 5.45pm)

Dubbo After Hours Medical Service-
6884 2100



COMMUNICATIONS WITH GUMTREE MEDICAL PRACTICE

If you need to contact the practice you can phone our receptionists on 6885 1559

Our doctors prefer that a patient return for a follow up consultation to discuss their results and do not phone to advise results over the phone.

If you have an urgent matter, please advise our reception staff and they will pass on a detailed message to your doctor for follow up or advice.

We have introduced an SMS reminder system to the practice appointments. Patients who indicate that they are happy to be contacted via SMS will be sent a reminder the day before their appointment.

We do not encourage email communications containing any patient information unless it is through our Secure Messaging Services.