



Thrivegp Medical Practice

Practice Locations:

161 Goulburn Street, Crookwell

73-75 Bunnaby Rd, Taralga (usually Wednesday Fortnightly only)

Hours: Our Reception is available from 8:30- 5:30pm Monday to Friday. After Hours care and Contact is available outside of their hours as outlined below.

How to book to see us: Visit www.thrivegp.com.au to book online or call 02 48 803809. We do accept walk-in appointments that are deemed critical or urgent. We can arrange a consultation via telehealth or at clinic F2F.

Our Practice fees are available from reception or via our website. A list of our current practitioners and staff can be found on our website.

Fees: Thrivegp Medical Practice does not bulk bill. Please attachment with fee prices.

Communication Policy: When contacting us, we endeavor to return phone calls and emails as soon as possible. Our email communication policy is that we reply to all emails received within 48 hours of receiving the email. This Process will be in email format unless deemed more urgent in which in which case a phone call will be made. Our phone call communication policy is to ensure that all missed calls will be returned by the close of business on the same day (If you are unable to be reached, we will leave a voicemail to let you know we have been in contact.)

Please see attached copy of our Email Policy.

Care we Offer

GP consultations: Please specify standard (10-15 Minutes, to address one problem), or a long consultation (20-25minutes to cover 2-3 problems, or mental health). If you need a checkup

regarding women's health or men's health check, license or any other medical please let us know when booking.

Health Checks: We encourage all patients to book a health check, as we believe in prevention of illness and detecting health problems early. Certain groups of patients have specific health Checks, such as: Children under; 5 people over 75 years, people aged 40 to 49 years old, children living with autism, developmental disorders or disabilities and adults with intellectual disability. More information is available in our patient information folders and by talking with our nurses.

Chronic Disease Management: People with Chronic Disease (such as diabetes, heart, lung or, kidney disease, etc) benefit from extra support accessing services, coordinating care from different providers and understanding their health, our practices Nurse has many years of experience with Chronic Disease management and will work with your GP to plan and manage your health. Please Phone to make an appointment with our Nurse, or ask to speak directly with them to further discuss concerns.

Urgent Medical Care: We Make Urgent Appointments available each working day, please book either online or by phone. Please let our reception staff know if you are unwell, and feel if you should be seen urgently so this can be provided for you. If all GP appointments are full, and your matter is urgent, our practice ensure can assess you and arrange appropriate care.

After Hours and weekend care: Our practice phone is monitored until 11pm weekdays and Saturday mornings until 1pm. If you require urgent care outside of these hours, please present to Crookwell Emergency Department where we have an agreement that they will provide medical support for you after these hours. Some after working hours appointment are available for people who cannot attend during business hours (Usually weekday evenings or Saturday Mornings). If you require urgent medical care after hours, please phone 0473003868.

ALL EMERGENCIES, PHONE 000

Nursing home and home visits: We provide home based care for frail and disabled people who cannot attend the practice. Some conditions apply, please contact the practice to discuss should you require home visits.

Test results: Following up results is an important part of patient care. If you've had a test to further investigate a health problem, we generally prefer to see you at a follow up appointment to discuss results and plan treatment, etc. Your GP will discuss follow up when the test is ordered. routine tests, such as cervical screening and some regular blood test may be notified by mail or email, your GP will Discuss. All results are important. If you haven't received your results or are unsure regarding follow-up, please phone us.

Reminders and recalls: Thrive keeps a computerized record of important health activities (e.g., cervical screening, vaccination or colonoscopy, etc.) We will check these when consulting, or may notify you by Phone, mail, SMS or email when such activities are due for you. Please let us

know how you'd like to be reminded, or whether you'd prefer not to receive reminders. We use Hot Docs to manage our patient recalls and reminders. You may receive SMS and /or a letter to request that you book an appointment for a health activity (Such as a cervical test)

Privacy:

We realise that your healthcare is private, and we have procedures and training in place to protect patient confidentiality, and ensure that only people who need to know your private information are given this information except in rare circumstances, no private information is given to a third party without patient consent. Please ask for a copy of our policy at reception.

Interpreters:

A telephone interpreter is available: please ask when booking your appointment so we can arrange this.

Patient feedback or complaints:

We welcome and encourage you to provide feedback on your experience with us or to disclose complaints are taken seriously and are handled in a confidential and professional manner. Thrive Medical Practice has feedback forms available from reception and can guide you through the process of lodging a complaint or feedback at any time.

If at any time you have questions or concerns, please contact us so that we can help you. We warmly welcome any feedback, it's how we grow, improve and thrive.

Our practice would like to advise that we have CCTV footage (Not Audio) in and around the practice and building.

Bookings: www.thrivego.com.au or phone 02 48 803 809

Fax: 0247443655

Email: reception@thrivegp.com.au

After Hours: 0473003868

