



Nisa Medical

Our Policies and Procedures

Appointments

Use Health Engine or call us on 03 8339 2797 to make an appointment. It can be a telephone consultation, Video consultation or a face to face consultation. Depending on the situation, to comply with health regulations, there could be a limitation of choices.

Due to unforeseen circumstances we might not be able to keep to appointment times. To help us to schedule appropriately please kindly let us know if your consultation is likely to be long. (E.g. Insurance medicals, Postnatal checks, Pap smears, Counselling, Excisions, more than 1 member of family is to be seen)

Appointment/Consultation Times

- Standard – 15 Minutes – AUD 40(Non-Medicare patients only)
- Long – 30 Minutes – AUD 80(Non-Medicare patients only)
- Extended – More than 30 Minutes – AUD 130(Non-Medicare patients only)

We bulk bill for all our patients with a valid Medicare card. Please bring your Medicare card and Concession card with you to the appointment.

Choosing your Doctor

We endeavour to make appointments with the Doctor of your choice, because evidence based studies show this is the best outcome for you as a patient. Due to practical situations, we might not be able to allocate the same Doctor of your choice. Our system is made to accommodate such events.

New Patients

All New Patients must register online or through a paper form at the Medical Practice. Depending on the situation we might request the patient to fill the permission to release health information form.

https://nisamedical.formstack.com/forms/patient_registration_form

https://nisamedical.formstack.com/forms/permission_to_release_health_information

Cancellation

We would kindly request to cancel your appointment at least 2 hours before the scheduled time. Nisa Medical have the right to request a fee failing to do the same.

Complaints

Please kindly use our online form to submit your complaint

https://nisamedical.formstack.com/forms/complaint_form

Or alternatively send it in writing to 50 Arena avenue, Roxburgh Park, 3064

If not satisfied, for further help contact Health Complaints Commissioner on 1300 582 113.

Privacy

Nisa Medical is committed to protect the personal information we collect and receive. We have a strong commitment to maintaining the security and the integrity of personal information within our care.

Nisa Medical takes active steps to comply with applicable legislative obligations relevant to Privacy.

Communication

Our practice uses a reminder system to help you maintain your health. The practice sends reminders by post, email, telephone or SMS for procedures such as vaccinations, Pap tests and other health reviews.

Nisa Medical will request a summary or relevant health information from other organizations and might share relevant health information in order to provide you with quality health care.

We recognize the importance of communication between the Doctor and the patient. If your Doctor is busy, or involved with another patient, we will pass the message to your treating Doctor. We Encourage you to get an appointment to discuss your health matters when time permits.

Investigations

Some of the investigations can be done within the premises. If required, we can arrange the same to be done outside the premises.

Procedures

The Doctors can perform minor surgical procedures when required. You might require an extended appointment for the same. Please kindly let our reception know when making the appointment by calling us on 03 8339 2797. Our Nurses or the Doctors might call you if required.

Sterilisation

We only use sterilised single use equipment to ensure your safety.

Home visits

We provide home visits to our registered patients when required, at Doctor's discretion only.

Patient Test Results

To obtain your test results you are required to make an appointment. Kindly speak to our reception to get a rough estimate of when the appointment should be made for. If we receive your results before hand and you require urgent attention, we will contact you on the mobile given on your patient file. Kindly check with reception to make sure your current contact phone number is in your file.

Health Assessments

Patients aged 45 years and above are eligible for a comprehensive health check to help identify chronic illnesses. If you are above the age of 75 years you get access to a wider range of health issues to be tested.

Billing Policy

We bulk bill all consultations to patients with a valid Medicare card. If not covered by Medicare, there is a fee payable on the day in full. We only take card payments.

Disabilities and Special needs

We are here to help you. Please kindly let us know if you are experiencing any difficulties. We will do our best to keep you happy.

Hearing impairment or Language barriers

At Nisa Medical we speak many languages. We have access to interpreter services if required.

Accreditation

We are an AGPAL accredited Medical Practices. This is to ensure ongoing quality care for our patients.

We strive always to meet and exceed the expectation of The Royal Australian College of General Practitioners.

Preventative Care

We have a programs targeting to improve your health, in line with the government regulations and with their cooperation. You can take advantage of the same by speaking to our Reception, Nurse or the Doctor. You are automatically included in these programs unless you write to us requesting to exclude you. We will use our communication methods to educate you. These programmes are based on evidence linked to health promotion and disease prevention. If you have any concerns about lifestyle choices and you need direction, these programs are well equipped with expert knowledge to direct you.