

HAWKER MEDICAL PRACTICE INFORMATION SHEET

Address : Suite 2 & 3 Birubi Chambers Hawker Place, Hawker ACT 2614

Phone: 02 6255 2400 Fax: 02 6255 1645

Doctors at HMP

Dr. Ta Phengsiaroun
Dr. Manisha Abeya
Dr. Dorothy Monk
Dr. Maisie Goh
Dr. Wasif Mirza
Dr. Rasika Rajapakse
Dr. Seema Sharma
Dr. Nipa Dutta

Available days

Monday - Tuesday - Wednesday - Thursday - Friday
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****** Drs Phengsiaroun, Abeya, Monk & Goh have closed books, and do not take new patients, or see patients who have booked with them online if they have not been treated by that Dr previously.**

Practice Hours Monday to Friday 8 am to 6 pm – Phones open from 8:30 am and close at 6 pm. We are closed on weekends, all State and National public holidays, and from Christmas to after New Year.

Our after-hours service CALMS – 1300 427 567

CALMS operates outside of normal opening hours. Weekdays: The call centre operates from 6pm to 8.30am the next morning. Clinics are open at the Canberra and Calvary Hospitals from 8pm to approximately 11pm. After 11pm a doctor is available to visit patients requiring urgent attention. Weekends: CALMS call centre operates from 6pm Friday to 8:30am Monday and continues a 24 hour service on Public Holidays. The call centre will start booking clinic appointments (which begin at approximately 10am) from 7.30am. Clinics are open at the Canberra and Calvary Hospital from 10am to approximately 11pm. Tuggeranong Clinic opens in the afternoon.

- We are a Private Medical Practice – Non-Bulk Billing - Payment on the day of Consultation is required.
- All valid Medicare card holders' claims are sent to Medicare unless otherwise instructed.
- DVA card holders are bulk billed for general consults and treatment - Procedures are not claimed via DVA and payment on the day is required. You may claim the rebate from DVA, via form D1181
- DVA White Card holders are to produce information from DVA on the covered treatment.
- Hawker Medical Practice does not use email as a patient contact platform.

HMP offers a full range of medical diagnostic treatment and referral services for all age groups. The practice also provides a range of specialized services including travel vaccination, childhood immunizations, telehealth appointments, and age health checks. Mental health consultations and mental health plans, women's health, including Mirena IUD and Implanon insertion & removal. Ferinject iron infusions, chronic disease management, GP care plans, team care arrangements, CVC, 75+ health assessments, wound care, dressings, and medical care for seniors, INR checks, and blood pressure checks. We have a skin cancer clinic with skin cancer screening, minor surgery for skin cancers, along with other minor surgery including excision of moles, suturing, removal of sutures after outside procedures, and ingrown toenail removal.

Contacting your Doctor Doctors at HMP do not take calls from patients during the working day. Our reception staff will send a message to the Dr with your enquiry, this message is sent via our internal messaging system and will be attached to your file for reference. The Doctor will instruct reception to process your request or to contact you with instructions/information, or the Doctor may call you back personally during the working day. Our reception staff follows privacy laws and all information received is received in strict confidence.

New patients to the practice a 30 min consultation is required for an initial consult. Under 16 years – 15 min unless the patient has an extensive medical history. We do not take on new patients with/for Worker's compensation or thirds party claims. Your records can be requested for you after your initial consultation. Only records for current patients will be requested. New patients must call the practice to book - Online bookings via Hot Doc will not be accepted.

Bookings Can be made by phone at **02 6255 2400**, in person, or via the HotDoc app with your treating Dr. Once you are in our books, and we have a mobile number listed a confirmation text is sent 24 hours prior to your appointment to remind you please confirm or cancel - Fees apply for failure to attend an appointment. While we do strive to run on time, unforeseen delays do occur. You can help by considering how long you require with your Dr. this is usually the main reason for delays.

**** Standard consult - 15 min Extended consult - 30 min Long consult - 45 min**

Fees are determined by what has taken place during the consult, not what is booked.

****Telehealth Appointments** are available for patients known to the practice in the last 12 months, these can be made online or by contacting reception.

Emergencies We will always make time available for patients needing emergency treatment or who may walk-in to the surgery. If you believe that you or your child needs urgent medical care, please say so to the receptionist. She may discuss with the nurse or medical staff the situation. We may arrange for you to come to the surgery at once to be seen by a doctor or may advise you to go straight to hospital. You may decide after the discussion that the matter does not need same day treatment and a later appointment can be scheduled.

Home visits HMP does not offer home visits as a consultation option for patients. Treating doctors may offer this service, at their discretion, to long-term patients that require this service.

Nursing Home Visits HMP does not offer nursing home visits as a consultation option for patients. Treating doctors may offer this service, at their discretion, to long-term patients that require this service.

General and repeat scripts, referrals, and certificates An appointment is required for all referrals, certificates, or repeat prescriptions. Doctors practicing with Hawker Medical have a duty of care to ensure that any repeat medication or referrals remain appropriate for your current needs. Doctors' certificates are not able to be backdated on request, nor are they able to be extended on request. Patients must have contact with the Dr, this is to be via a face-to-face consult or via telehealth at the discretion of the treating Doctor.

Results We believe that patients share responsibility for ensuring that they carry out the tests requested, and follow up on the results of any tests performed.

Results that require immediate attention - you will be contacted by the Dr. or Nurse.

Results that are non-urgent but require attention - you will receive a text message asking you to book an appointment in the coming weeks.

If you do not hear from the practice after 1 week - Call to see if the results are in - If they are and you have not been contacted, book a telehealth (phone consultation) for the results. While results may be unremarkable, it is advised to confirm this with your Dr. (short-result consults may be Bulk Billed at the discretion of the treating doctor, if that is all that is discussed). Our reception staff are not medically trained and are not able to discuss results.

Workers Compensation & Third-Party Claims As of 1st July 2022, any new workers' compensation/3rd party claim consultation fees are the responsibility of the patient and will not be claimed through a third party.

Onsite Pathology Lavery Pathology are located inside the practice for HMP patients. While they are inside our practice, they are a separate business to HMP - Hours are – 8 am – 3 pm Monday to Friday. All patients who are referred by our doctors will be bulk billed for general pathology