**Our Services**

 **Child Immunisations**

**Family Health**

**Family Planning**

**Sexual Health**

 *Including insertion and removal of Implanon and*

*IUD devices*

**Women’s & Men’s Health**

**Travel Medicine**

***Yellow Fever Accredited***

**Pre-employment Medicals**

**Workplace Injury**

**Wound Care & Management**

**Diving Medicals**

**Chronic Disease Management Clinics**

**Health Assessments**

*45–49-year-old Assessments*

*Over 75 years Assessments*

*Aboriginal Health Assessments*

**Psychological Medicine**

**Sports Medicine**

**Skin Checks**

**Iron Infusions**

***After Hours***

If you are experiencing a medical emergency you should always phone an ambulance on **000**

When our surgery is closed and you have a general practice medical problem that cannot wait until the next working day, you can phone Mobile Medic – After Hours Medical Service on: (02) 4943 6666. This service will send a doctor to your home to attend to your care and will provide correspondence back to your doctor here at Appletree.

***Patient Feedback***

***At Appletree Family Practice we aim to provide our patients with high quality healthcare.***

We value any feedback you may have regarding the care that we have provided you or your family. This can assist us to improve our service. You may leave feedback in the suggestions box located at reception.

Formal complaints should be sent via our postal address attention to the Practice Manager.

All feedback that we receive is treated strictly confidentially. If you prefer you may choose to remain anonymous.

If you wish to take your complaint further you may contact:

***NSW Health Care Complaints Commission***

***Locked Mail Bag 18, Strawberry Hills 2012***

***Phone: 1800 043 159***



***Appletree Family Practice is a community focused surgery that delivers high quality clinical care and education.***

**WE ARE OPEN 6 DAYS**

Monday to Friday – 8.30am to 5pm

Friday – 8.30am to 5pm

Saturday – 9am to 1pm



**2/20 Smith Street, Health Square**

**Charlestown NSW 2290**

**Phone: (02) 4922 6400**

OR visit our website at:

**www.appletreefamilypractice.com.au**

Bookings also available on the app and online via:

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 **Our history**

Appletree Family Practice was previously known as Charlestown After Hours Medical Centre for over 20 years. In mid-2012 we changed our name and relocated from our Pacific Highway premises to our new state-of-the-art building at Health Square on Smith Street, Charlestown. This important evolution in our business enables us to continue in our efforts provide our patients with a high standard of care.

**Our Staff**

Here at Appletree Family Practice we are dedicated to providing you with a caring and professional health service. Our staff offers a range of specialities to cater for your specific needs.

***Our General Practitioners are:***

 **Dr Nick Scott Dr Peter Cooke**

 **Dr Mark Mills Dr Kathy O’Grady**

 **Dr Ellie Summers Dr Adam Wisely**

 **Dr Katherine Hagger Dr Phoebe Walsh**

 **Dr Vanessa Lee Dr Emily Thomas**

 **Dr Michael Davis Dr Ingrid Stromfelt**

 **Dr Yin Lin** **Dr Victoria Frostis**

 **Dr Virginia Reid Dr Johann Lenffer**

 **Dr Nicole Hutchens Dr Shaun Bond**

**Dr Carly Etheridge**

***Our Practice Manager is:***

 ***Sarah Hinton***

**Consultation Fees**

Appletree Family Practice is a privately-owned practice. We are not a bulk billing practice.

Payment is expected to be made on the day of your consultation. We have various payment options which include cash, Eftpos or credit card.

For your convenience, we now utilise the Tyro system – this enables your Medicare rebate to go directly back into your bank account immediately.

*Please note that we do not accept AMEX cards.*

 **Fees Schedule**

**Consultation** **Fee** **Rebate
3 Level A $44 $18.20**

**23 Level B Standard $89 $39.75**

**36 Level C Long $162 $76.95**

**44 Level D Prolonged $220 $113.30**

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 **New Patients**

At Appletree we understand the importance of having not just a ‘Doctor’ but a *‘Family Doctor’* to provide high quality care for each of your family members. We are open to new patients and invite you to make an appointment and become part of the Appletree Family.

Initial consultations need to be booked as a long consult. This allows us to get to know you and perform a comprehensive health assessment.

**Test Results**

Your doctor may request for you to have some tests performed to appropriately manage your health. It is important that you have these tests.

***The Practice will contact you in the event of any abnormal test results.***

A follow up appointment will be made if necessary, to discuss any results with you.

**Phone Calls and Emails**

Doctors do not routinely accept telephone calls during consultation hours. This is in order to maintain patient focus during the consultation and to protect patient confidentiality. If necessary you may leave a message with one of our receptionists who will liaise with clinical staff and a decision will be made regarding the best management of your enquiry.

Unfortunately, our doctors are unable to consult or provide you with any of your results via email. This is because email is not a recognised secure form of communication.

**Patient Privacy**

Appletree Family Practice acts according to our Privacy Policy that complies with the Australian Privacy Principle (Privacy Act 1998).

All of our staff at Appletree have respect for your privacy. It is our duty to keep your health record confidential and maintain the security of health information at all times.