

CHC Medical General Practice

Level One, 343-345 Pacific Highway, Coffs Harbour, NSW 2450

Practice Hours

Monday to Friday: 8am-6pm

Saturday & Sunday: by appointment only

Practice Doctors

Dr Jeremy Allen

Dr Helen Bills

Dr Evgenia Biryukova

Dr Andy Croaker

Dr Chris Inkson

Dr Nagina Oeding-Erdel

Dr Ashish Sinha

Dr Bruce Watts

Practice Nurses

Bianca Critten (Registered Nurse)

Ann Clem (Registered Nurse)

Tammy Smith (Registered Nurse)

Practice Manager

Mena Abdel Messih

Practice Services

Healthcare assessment, care planning, management of chronic conditions, family medicine, ECG heart checks, counseling, women's health, children's health, men's health, sports medicine, vaccination and immunization programs, travel health, weight management, medical certificates, occupational health, skin checks and procedures.

Appointments

Please speak to one of our receptionists to make an appointment either in person, via phone (02) 66522448, or book an appointment online at chcmedical.com.au

Note that emergencies will always be given priority.

Longer consultations

Longer consultation times are available, please advise the receptionist if you require extra time

Walk-in appointments

Walk-ins will be allocated the first available consultation,

which may require some waiting. Please discuss this with the reception staff

Patient feedback

Please feel free to talk to your doctor, reception or other staff member if you are unhappy or have any suggestions to improve our service. Alternatively, you may prefer to contact the NSW complaints board on 1800 043 159. There is also an feedback collection box location at reception

If patients require communication services

Please let the receptionist know when making an appointment (eg, AUSLAN or Interpreter Service)

Phone: (02) 6652 2448

Fax: (02) 6652 2449

Email reception@chcmedical.com.au

After hours and emergency

For all after hour emergencies, please dial 000 and ask for an ambulance. An after hours doctor is available by calling the practice number (02) 66522448

Home Visits

Home visits may be available for regular patients attending the surgery. Please speak to your doctor to discuss these services

Billing

CHC Medical is a mixed billing practice. Bulk billing may be available for eligible concession (pension, healthcare, DVA) & patients under 16 years old. Standard Medicare rebates are available for all other patients.

Please see our schedule of fees.

Communication & telephone policy

All communication from the doctors must be discussed in an arranged clinical appointment, unless at the discretion of the doctor. If you wish to speak to a doctor please make an appointment. Staff will take your details and only interrupt a consultation if the problem is urgent.

Test results

If you have been sent for a test, please note that the practice will contact if a follow up is required. If you wish to discuss the results of a test, please make an appointment

Reminder system

Our practice uses a text message reminder system for upcoming appointments. Please advise the reception staff if you do not wish to receive these reminders

Management of patient health information

Our practice is committed to maintaining the confidentiality of all medical information and records in accordance with best practice guidelines

Patient Rights

Patients have the right, and are encouraged, to participate in decisions about their healthcare

Engaging with other services & referrals

Our practice regularly engages with local health services such as specialists, allied health and hospitals. If required your GP will provide sufficient information (referral letter) to plan and facilitate optimal patient care