

## 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 Manager

Tara Welsh

### Practice Doctors

Dr Jeremy Allen  
Dr Evgenia Biryukova  
Dr John Hart  
Dr Chris Inkson  
Dr Nagina Oeding-Erdel  
Dr David Richardson (Registrar)  
Dr Ashish Sinha  
Dr Bruce Watts

### Practice Nurses

Ann Clem (Registered Nurse)  
Nicole Moore (Registered Nurse)  
Tammy Smith (Registered Nurse)  
Nerrida Suokaillo (Registered Nurse)

### Practice Staff

Haylee	Kelly
Naomi	Rosalind
Samantha	Sheree

### 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 friendly receptionists to make an appointment either in person, via phone (02) 66522448, or book an appointment online at [chcmedical.com.au](http://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 Rights

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

### 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 Practice Manager directly. If so, please request a patient service review request form from the reception staff.

Phone: (02) 6652 2448

Fax: (02) 6652 2449

Email [reception@chcmedical.com.au](mailto:reception@chcmedical.com.au)

### After hours and emergency

For all after hour emergencies, please dial 000 and ask for an ambulance. An afterhours 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 located at reception.

### If patients require communication services

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

### 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. Should you require your records to be transferred to another health practitioner, our practice policy requires a request in writing or via email. CHC Medical will forward a health summary at no charge, should you require your full records this will incur a fee of \$50.00.

### Engaging with other services & referrals

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



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Specialist Medical Centre  
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