

Berkeley Vale and Jetty Medical Centres

Practice Information

Dr N. Finch, Dr G. Egan, Dr S. Nicol, Dr N. Egan,
Dr D. Naidu, Dr. S. Naidu, Dr P. Egan, Dr. M. Larkin,
Dr B. Morrison, Dr K. McKenzie

Practice Manager Emma Hallett **Office Manager** Melanie Wilson

Jetty Medical Centre

338 The Entrance Road Long Jetty 2261
Phone (02) 4332-6430 Fax (02) 4334-3034
Parking available at rear entrance in Stella
Street.

Berkeley Vale Medical Centre

3/10 Lorraine Avenue Berkeley Vale 2261
Phone (02) 4388-3985 Fax (02) 4388-6043
(opposite Berkeley Vale Retirement Village)
Carpark and on street parking available.

In an Emergency Dial 000

Open Hours:- Monday to Friday: 8:30am - 5:30pm

Saturday: 9:00am - 12:00 Midday (Alternate sites)

After Hours Information : 43326430/43883985

Our Doctors -

Dr Nerida Finch MBBS, Dip F.P.

Graduated from Sydney University, trained at Royal North Shore and Gosford Hospitals. She has particular interests in Women's Health, Preventive Medicine, Nutrition, Weight Control and Paediatrics. She holds a post graduate diploma in Family Planning, and is an affiliate of the Newcastle Skin Cancer and Melanoma Unit.

Dr Greg Egan MBBS(Hons Syd).

Graduated from Sydney University, trained at Prince Alfred, St. George and Gosford Hospitals. He has particular interests in Emergency Medicine and Paediatrics, Men's Health, Geriatric Medicine and Palliative Care.

Dr Stephen Nicol MBCHB, FRACGP

Graduated from Dundee University, Scotland. Trained in Glasgow and London Hospitals and also in St. Vincents Hospital Sydney and Gosford Hospital. He has particular interests in Palliative Care, Geriatrics, Sports Medicine, Men's Health and Preventative Medicine.

Dr Nicholas (Nick) Egan BMED (University of Newcastle) FRACGP

Graduated from the University of Newcastle in 2015, trained locally at Gosford and Wyong Hospitals. He has particular interests in Paediatrics, Preventative Medicine, Geriatrics and Emergency Medicine.

Dr Damend Naidu MBBS, Dip O&G, FRACGP M.MED. (UNSW)
Graduated from the University of Tasmania, trained at Royal Hobart, Launceston and Gosford Hospitals. He holds a Master's Degree in Geriatric Medicine and a Diploma in Obstetrics and gynaecology.

Dr Prue Egan MBBS, FRACGP
Graduated from Sydney University, trained at Prince Alfred & St George Hospitals. She has particular interests in Paediatrics & Women's Health.

Dr Susmita Naidu MBBS(Hons), FRACGP, B.Med. Sci.
Graduated from University of Tasmania, trained at Royal Hobart, Launceston and Gosford Hospitals. Special interest in Women's Health and Paediatrics.

Dr Monica Larkin MBBS, FRACGP, DRACOG
Graduated from the University of NSW, trained at St. Vincent's and Westmead Hospitals. Special interest in Women's Health and Paediatrics.

Dr Bronwen Morrison MBBS (Hons) Cert. Reproductive & Sexual Health, FRACGP
Graduated from University of Sydney and trained at Gosford and Wyong Hospitals. She has interests in Mental Health, Women's and Youth Health, Preventative & Tropical Medicine and is qualified to fit Mirena IUD and Implanon Contraceptive Implants. She also works for Headspace, Central Coast.

Dr Kate McKenzie MBBS FRACGP
Recently relocating from Sydney to the Central Coast, Dr McKenzie has joined our practices. Her special interests include in sports medicine, complex and chronic disease management and she likes to focus on nutrition and preventative health.

Our Nursing Sisters

Annette, Ashley, Lorraine, Michelle, Sheri

Our Receptionists

Rebekah, Dione (Dee), Mandy, Melinda, Tracey, Katrina and Jessica

Appointments / Consultations

Our consultations are by appointment only. Walk in patients will be triaged and allocated an appointment on a next available basis. Please see the receptionist when you arrive at the surgery. Most consultations take about 10 to 15 minutes. If you think you require a longer time, please advise the receptionist when making the appointment. Indicate clearly the name or names of patients for the appointment.

Please advise the receptionist if the appointment is for anything other than routine, such as for medicals for insurance or driving licence, skin checks, minor surgical procedures, immunisations, cervical screening or related female examinations. Some of these consultations require longer time for a full history and examination.

The first consultation may also take a little extra time and may require a double appointment. If you cannot keep your appointment, please let us know as soon as possible, so that we can reallocate your time.

Fees

This Practice is a Private billing practice. Bulk Billing services may be available for Veterans and children to age 18 who are still attending school. The doctors or staff will

advise you of other costs that may arise from your consultation or treatment (eg pathology charges). If you are referred to another doctor (eg a specialist) you should ask that doctor about fees and other costs that may arise.

Patients are asked to pay at the time of consultation. Payment may be made by Cash, Eftpos, Visa Card or MasterCard.

The Medicare rebate can be claimed on the day – reception will advise you of the procedure.

Emergencies

Emergencies will be attended to at any time. If you feel you may have an emergency, please telephone the surgery and advice will be given regarding management of the emergency.

Sick children of the practice will always be accommodated.

Test Results

Straight forward test results will be given over the phone to patients, or, in the case of a child, to their parent or legal guardian. If further discussion is needed the patient will be asked to return for an appointment.

Test results or any other information will not be given to any other person, even a close relative or spouse, without the written permission of the patient.

Reminder System

Our practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care.

If a patient would like a reminder for a specific follow-up procedure in the future, please advise the receptionist who will organise for a reminder to be recorded.

The practice offers enrolment in National and State reminder systems.

If you do not wish to be part of this system please let us know at reception.

Change of Address

Please advise the receptionist of any change of address or phone number.

Transferring Records

If patients transfer to another doctor, a Health Summary can be faxed free of charge. Photocopies of records or a disc will be forwarded directly to the new doctor/practice on receipt of a written request from the patient. A fee of \$33 will be charged for a disc posted via registered post, or \$15 if patient collects from surgery.

Immunisations

Childhood, adult and travel vaccinations are given at our Surgeries. In conjunction with childhood immunisations, their progress, growth and development will be monitored.

Facilities for People with a Disability

Entrances at both surgeries are suitable for wheelchair access. Both parking areas are ramped for easy access.

Note:

This Practice is an accredited training practice for the Family Medicine Programme. From time to time, we will have post graduate doctors and medical students doing training in general practice.

Telephone and Electronic Communication

Doctors in this practice may be contacted by telephone during normal surgery hours. When doctors are with other patients, messages will be taken and the doctor will return your call as soon as possible (your call will be put straight through to a doctor in an emergency).

Our email is not monitored 24 hours a day. Patients are not encouraged to use email to contact us due to this and the fact that security of information cannot be ensured. Please ask if you would like a copy of our communication policy.

Feedback

We are always striving to improve the standard of professional service to our patients. You can help us by telling us of any suggestions you may have that will enhance the quality of service provided. Should you have a complaint, we would like to know of it immediately, so that appropriate steps can be taken to remedy the situation and to improve our quality of service to you. However, if you do feel there is a problem you wish to take up outside, you may prefer to contact the NSW Government centre for handling complaints. Health Care Complaints Commission, Locked Mail Bag 18, Strawberry Hills NSW 2012 Phone (02) 9219 7444

Home Visits

Home Visits are done by the members of this Practice but not after hours (see after hours information below).

Please restrict requests for home visits to those conditions which prevent you from attending the surgery.

Because of the disruption to the consulting times of other patients, it may not be possible to have the Doctor of your choice to visit you on a house call. When in doubt, please contact our staff.

We ask that requests for home visits be made as early as possible after 8:30am. House Calls will be done at the Doctor's discretion on a priority basis.

Any anticipated costs associated with the home visits are discussed with the patient.

After Hours

In an emergency call an ambulance on “000”

Doctor home visits are now available by “National Home Doctor Service” from 6pm to 8am weekdays, after 12 noon Saturdays & 24 hours Sunday and Public Holidays.

All visits are bulk-billed. Phone: 13 74 25.

You can also contact the GP helpline on 1800 022 222 for over the phone advice which is a free service provided by the Government.

Pregnancy Care

The Doctors at this practice provide shared care during the pregnancy, between the Doctors and Gosford & Wyong Antenatal Units for public patients; and for private patients;

shared between the Doctors and your Specialist (provided your Specialist is happy with this procedure).

Privacy Policy

The provision of quality health care is our principle concern. It requires a doctor-patient relationship of trust and confidentiality. Your doctor regards patient health information as confidential and will only collect this information with patient consent.

Our practice ensures all communications and records pertaining to patients are treated as confidential. A full copy of our Privacy Policy is available on request.

Thank you for visiting our practice.

We sincerely hope the professional relationship will be a continuing and rewarding one.

Website: www.berkeleyvaledoctors.com.au

This information leaflet is current as of April 2024