

AFTER HOURS AND EMERGENCY

On call cover is provided by Medical Officer's 24 hours a day, everyday of the year at Batemans Bay Hospital. After hours in an Emergency please call the hospital on 4475 1500 or 000. Our after hours message contains these details.

HOME VISITS

Our practice makes limited home visits to regular patients (within a 15 km radius) . Home visits are at the discretion of the treating GP. Visits are also made to aged or residential care facilities within and outside normal working hours.

DISABLED ACCESS

There is access suitable for wheelchairs through the main entrance of the surgery. There is also designated disabled parking at the rear of the practice.

Please discuss any special needs with our staff.

TELEPHONE CALLS AND COMMUNICATIONS WITH DOCTORS

The doctor's prefer not to receive phone calls while consulting with patients. If you need to inform your G.P. about an issue concerning your health, a message will be taken by the receptionist and the doctor will be informed. We do not have electronic communication between doctor and patient. Your GP or practice staff will return your call as soon as practicable.

MANAGEMENT OF YOUR PERSONAL INFORMATION

All health record information is strictly confidential. You can request a copy of our policy.

DISCLOSURE OF INFORMATION

To provide you with a comprehensive service we may disclose relevant information to other health professionals involved in your treatment and care e.g. pathology provider, hospital, treating specialist, pharmacies, physiotherapists, x-ray provider or other allied health professionals.

THIS PRACTICE HAS A NO SMOKING POLICY

Smoking is not permitted in the building or within the boundary of the property of Bayview Medical Cottage.

PATIENT SURVEYS

To ensure that our standard of service remains at a high level we invite patients to complete a survey questionnaire. These surveys are anonymous and completely confidential. We invite you to tell us your views of the practice and how the practice could be improved

FEEDBACK IS WELCOMED

We take your feedback seriously. If you are happy with the care you receive at Bayview Medical Cottage please tell us. If at anytime you experience problems or difficulties with regards to the practice, please talk to the doctor about it; alternatively write to the Practice Manager about your concerns. Should you feel the need to take the matter further, feel free to contact:

Health Care Complaints Commission

Locked Mail Bag 18

Strawberry Hills NSW 2012

Phone: 1800 043 159

Please remember we are here to help you and we aim to work with you. We place a high value on the Patient/Doctor relationship.



BAYVIEW MEDICAL COTTAGE

56 Beach Road, Batemans Bay NSW
Phone: 02 4472 4715 – Fax: (02) 4472 9579



BAYVIEW MEDICAL COTTAGE



PATIENT INFORMATION

WELCOME TO BAYVIEW MEDICAL COTTAGE

All staff at the practice are committed to providing you and your family with the best possible health care and professional advice.

SURGERY HOURS: Monday to Friday 9am to 5pm.

All the GPs and staff are committed to ongoing education and maintenance of their professional skills.

ABOUT THE DOCTORS

Dr Gock graduated with a Bachelor of Medicine and Bachelor of Surgery from the University of Sydney in 1984.

After working in the Repatriation General Hospital Concord, Auburn Hospital and the Prince of Wales Children's Hospital, he commenced full time General Medical Practice.

He has been serving the community of Batemans Bay since joining the practice in 1991. Dr Gock has an appointment as a Visiting Medical Officer at the Batemans Bay District Hospital, a position he has held since 1994. In 1999 he was awarded a Fellowship of the Australian College of Rural and Remote Medicine.

Dr Gock practices wholistic medicine aiming for healing and the maintenance of well being of the individual. Complementing conventional medicine, Dr Gock offers medical acupuncture and musculoskeletal therapies in his therapeutic approach.

Dr Xiao Luo commenced at the practice in 2013.

Dr Luo acquired a Bachelor of Medicine from China. Dr Luo then studied further and graduated with a PhD in Medicine and a Diploma in Child Health (DCH) from the University of Sydney. Dr. Luo also completed a Certificate in Women's' Health from Family Planning Australia.

Before returning to clinical medicine, Dr. Luo pursued a career in Medical Research in Australia and the United States for 10 years with special interests in Cardiovascular disease, Diabetes and Renal Disease.

Prior to working as a General Practitioner, Dr Luo completed her medical training in hospitals in Sydney including St Vincent's, Concord and The Children's Hospital at Westmead.

Dr Luo has developed a broad range of interests in General Practice. Her clinical interests include Chronic disease, Pain management, Emotional Health, Child Health, Women's health and diagnosis and treatment of various skin conditions. In addition to providing daily consultation at the Surgery, Dr. Luo works as a Visiting Medical Officer (VMO) at Batemans Bay Hospital. Dr. Luo is passionate about contributing to patient care in the Batemans Bay community and surrounding areas.

STAFF

Practice Nurses – Adrienne and Vicki.

Receptionists – Maria, Val, Stephanie and Sue.

Practice Manager – Vicki Gock.

Accredited Dietitian – Molly Mylott offering dietary advice and support for general well being and weight loss.

Mental Health Social Worker – Melissa Milosavljevic offering counselling and support

PRACTICE SERVICES

- Family medicine • Treatment of chronic diseases
- Asthma and diabetes care • Referral for specialist treatment • Travel Medicine and vaccines
- Pre-employment/Insurance/Visa Medicals
- Women's, Men's and Children's Health
- Immunisations • Dietitian • Quit smoking
- Mental Health Social Worker (Counselling)
- Preventive Health Care • Workcover
- Treatment of minor lesions • Acupuncture

APPOINTMENTS

Please phone reception on 4472 4715.

Appointments are as follows;

- Normal appointment times are for 15 minutes. If you require a longer visit notify the receptionist
- A long appointment is 20-25 minutes
- A prolonged appointment is 30-40 minutes. We do have "book on day" appointments but they are for EMERGENCIES ONLY.
- If you or a family member require an interpreter service, we can organise this for you.

WALK IN APPOINTMENTS

Emergencies do occur and they are always given priority. We use "book on day" appointments for emergencies. The practice receptionist and nursing staff will assess patients who walk in feeling unwell. Please notify staff if you feel you have an urgent problem.

PATIENT TEST RESULTS

All incoming blood tests, x-rays, scans, ultrasounds and specialists letters are reviewed by the Doctors. The receptionist will contact you if your result requires urgent attention. It is best to make an appointment to follow up your results.

REFERRALS AND REPEAT PRESCRIPTIONS

In the best interests of your health, please make an appointment in anticipation of renewing your prescriptions and for referrals to specialists. If you are caught short the doctor may do this for you for a nominal fee. It is preferable to make an appointment.

FEES AND BILLING ARRANGEMENTS

Payment is required at the time of consultation. This practice does not routinely bulk bill. The schedule of fees is displayed at the reception desk in the waiting room. If you have difficulty with payment please discuss this with your doctor. Payments can be made by cash, cheque or credit card. Medicare refund is available at time of payment.

RECALL AND REMINDER SYSTEM

We are committed to preventative care. You may be requested to attend an appointment for follow up. The practice has a recall and reminder system in place for pap smears, chronic disease management and diabetes. If you do not wish to be part of this system please let your doctor know.

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