

Who can I contact for further information or to provide feedback?

Karen Letham, **Bridges After Hours Manager**

Ph: 4365 2294

E: karen@ccpc.com.au

You can also complete the online feedback form at www.ccpc.com.au, go to **Contact Us** and click on **Complaints & Feedback**.

Where can I find the clinic?

ERINA

Erina Community Health Centre
169 The Entrance Rd, Erina NSW 2250
Ph: 4367 9699

KANWAL

Block D Health Services Building Wyong Hospital
664 Hamlyn Terrace, NSW 2262
Ph:4394 7333

Hours of Operation

The service operates:

Monday to Friday 7pm to 10.30pm

Saturday 3pm to 10.30pm

Sunday and Public Holidays **Erina:** 10am to 7pm, **Kanwal:** 1pm to 6pm.

Please note that walk in appointments close 30 minutes before closing time.

What happens when the service is closed?

All calls to Bridges between the hours of 10.30pm and 8am, seven days a week, can be transferred to the GP Access After Hours (GPAAH) where the call is triaged by a Registered Nurse who decides on the appropriate level of care and where appropriate will contact the patient's local GP (if they are a participating practice). A fee may be charged for this service.

Alternatively, you may call Health Direct on 1800 022 222. This is a government funded service that offers free health advice from a Registered Nurse.

About Central Coast Primary Care (CCPC)


CCPC provides effective health care solutions that support the delivery of Primary Care on the Central Coast, for the betterment of the Central Coast community.

For more information about CCPC and its programs, go to www.ccpc.com.au

Central Coast Primary Care acknowledges funding from the Commonwealth Government of Australia.

www.ccpc.com.au

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Erina NSW 2250

 02 4365 2294

ABN 85 603 048 808



Bridges After Hours GP Clinics - Erina and Kanwal



Information for Clients



CENTRAL COAST
PRIMARY CARE
Strengthening Community for Improved Health & Wellbeing

What is the Bridges After Hours GP Clinic?

The clinics are a cooperative arrangement of participating practices, staffed by local GPs. The Clinic is designed to supplement your regular GP services when they are unavailable and enable you to access a doctor for issues that do not need a trip to the Emergency Department.

As with any new service, when you visit for the first time, you will be asked to complete a patient registration form that includes personal information including name, address, contact details, Medicare number and relevant health information.

We will ask for consent to release your personal and health information to other health professionals including your regular GP.

What about my health information?

Your Medical Record will be kept for a minimum of 7 years from the date of your last consultation or if you are a minor, until you turn twenty five as per RACGP Code for General Practice.

Under the Freedom of Information Act, you have the right to access your medical record. Requests are made via the Practice manager and fees may be applicable.



Our Fees and additional services

A standard consultation fee is applicable and payable at time of consultation.

For more information regarding fees and concessions for children, Pension and Health Card holders, please contact the Bridges Clinic in your local area.

Additional charges may apply for treatments including suturing, removal of foreign objects, ECG and pregnancy tests. These services are also claimable through Medicare Australia.

Most tests take a few days before the results are returned to the surgery. We recommend that patients follow up any test results with their regular GP.

Legal Obligations

We are required by law to release information about you if you have a reportable condition to the Department of Health, or if your medical records are subpoenaed for any legal reason.

Bridges After Hours GP Clinic has a Zero Tolerance Policy on aggressive and abusive behaviour. If you exhibiting this form of behaviour, you will be asked to leave the premises and legal action may be taken.

NO DRUGS OF ADDICTION WILL BE PRESCRIBED BY THIS SERVICE AND ARE NOT KEPT ON THE PREMISES.

Appointments and Home visits.

We are a walk-in service and no appointment is necessary. Patients are generally seen in order of arrival, however urgent cases may take priority and we ask for your understanding in these circumstances.

Home visits are available at the treating Doctor's discretion and will occur after the surgery has closed.