






## Practice Information Sheet



 **13 GENWISE** (13 4369473)  
 **1300 GEN FAX** (1300 436 329)  
 **GENWISEHEALTH.COM.AU**

# About Us

GENWISE PROVIDES PATIENTS IN RESIDENTIAL AGED CARE IMPROVED ACCESS TO GP SERVICES WHILE SUPPORTING AND EMPOWERING DOCTORS TO WORK IN AGED CARE.

## GENERAL MANAGER

DR SEBASTIAN REES

## CLINICAL MANAGER

DR TROYE WALLETT

## HEAD OF PEOPLE

AMINA HORTON

## PRACTICE HOURS

Normal business hours:

<b>Monday</b>	9am – 5pm
<b>Tuesday</b>	9am – 5pm
<b>Wednesday</b>	9am – 5pm
<b>Thursday</b>	9am – 5pm
<b>Friday</b>	9am – 5pm

*For after hours service, including weekends and public holidays contact*  
**13 SICK (13 7425)**

## LOCATIONS

GenWise Aged Care provides GP services for more than 70 aged care facilities across South Australia, Victoria, Northern Territory, Queensland and New South Wales.

If you are a patient or family member, or an aged care facility in need of a GP, please contact us on **13 GENWISE** to learn about service coverage in your area.

IF YOU ARE IN NEED OF URGENT ATTENTION, PLEASE CALL 000.





# Practice Information

## CONSULTATIONS

GenWise Aged Care is a specialised aged care General Practice. We believe that older Australians deserve more accessible and dedicated GP care. Our GPs operate from within aged care facilities and are available to provide GP consultations to residents on site.

If you are a resident of an aged care facility or a family member please discuss General Practice services available with the aged care facility first. Following this they will direct you to a General Practitioner who can care for you or your family member.

If you are living at home please discuss appointment arrangements with your doctor directly.

## TELEPHONE ACCESS

If you wish to talk to your doctor please call **13 GENWISE**. If the person you wish to speak to is not available, please leave a message they will contact you as soon as possible.

## CARE OUTSIDE NORMAL OPENING HOURS ARRANGEMENTS

If you or your family member require medical care outside of clinic hours please call **13 SICK (13 7425)** for an after hours doctor to visit you at home.

If you or your family member resides in an aged care facility and requires medical attention outside our practice operating hours please contact the aged care facility Registered Nurse or facility manager immediately.

## HOME AND OTHER VISITS

There may be times when a doctor is available to perform a consultation in the home. Arrangements will need to be made between you and one of our doctors.

## FEES AND BILLING ARRANGEMENTS

GenWise Practitioners offer a bulk billing service.







### **ELECTRONIC COMMUNICATION**

Electronic communication may be performed by the staff of the practice where appropriate and necessary in the coordination of patient care, with patient informed consent.

For non-medical issues please email [admin@genwisehealth.com.au](mailto:admin@genwisehealth.com.au). We will aim to reply the same day or when next reasonably able.

### **RECEIVING THE RESULTS OF ANY TEST OR PROCEDURE**

Our doctors operate recall systems to remind patients to attend a follow up consultation for their results. Please be sure to contact your doctor for any test results. To be safe, we always encourage patients to also follow up with their doctor for this to happen if they are unsure.

### **RECALL AND REMINDER SYSTEM**

GenWise is committed to preventive and holistic health care and follows best practice guidelines. Your doctor may issue you with a reminder notice from time to time offering you preventive health services appropriate to your care. If you do not want to be part of this reminder system please let your doctor know.

### **MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION AND YOUR RIGHTS**

Your medical record is a confidential document. All GenWise staff respect the privacy and confidentiality of your health information. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

### **MANAGEMENT OF PATIENT INFORMATION**

Please refer to our privacy policy on our website to learn more about how we manage your information.

For administration and other general enquiries during business hours, please call **13 GENWISE (13 4369473)**.

## COMPLAINTS FEEDBACK AND SUGGESTIONS

At Genwise we strive to provide patients and GPs with the very best after hours medical care. We have systems in place to ensure that any concerns, suggestions or complaints are given serious and prompt attention.

Patients are encouraged to provide feedback via email to the Medical Director at [admin@genwisehealth.com.au](mailto:admin@genwisehealth.com.au).

**Patients wishing to take their concerns further may contact the relevant state bodies listed below:**

### QUEENSLAND

Office of the Health Ombudsman  
p. 133 646  
e. [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

### NEW SOUTH WALES

Health Care Complaints Commission  
Inquiry Service  
p. (02) 9219 7444  
p. 1800 043 159  
e. [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

### VICTORIA

Office of the Health Services  
Commissioner Complaints and  
Information  
p. 1300 582 113  
e. [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)

### SOUTH AUSTRALIA

Health and Community Services  
Complaints Commissioner  
p. (08) 8226 8666  
p. 1800 232 007  
e. [info@hcsc.sa.gov.au](mailto:info@hcsc.sa.gov.au)

### WESTERN AUSTRALIA

The Health and Disability Services  
Complaints Office  
p. (08) 6551 7600  
e. [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

### AUSTRALIAN CAPITAL TERRITORY

Health Services Commissioner  
p. (02) 6205 2222  
e. [human.rights@act.gov.au](mailto:human.rights@act.gov.au)

### TASMANIA

Health Complaints Commissioner  
p. 1800 001 170  
e. [health.complaints@ombudsman.tas.gov.au](mailto:health.complaints@ombudsman.tas.gov.au)