



## Practice Information Sheet

GenWise Health  
South Australia/Northern Territory/Victoria/Queensland  
**Ph:** 08 8121 8003  
In an emergency call 000  
**Fax:** (08) 81801729  
PO Box 573 Kensington Gardens, SA, 5068

### **Directors**

Dr Sebastian Rees  
Dr Troye Wallett

### **General Practitioners/Nurse Practitioners/Specialists**

#### **Practice Hours**

Normal business hours

Monday	8:00am – 5:00pm
Tuesday	8:00am – 5:00am
Wednesday	8:00am – 5:00pm
Thursday	8:00am – 5:00pm
Friday	8:00am – 5:00pm

Afterhours – determined by individual practitioners

#### **Appointments**

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

If you are in need of urgent attention please call 000.

#### **Care Outside Normal Opening Hours Arrangements**

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.



**If you require urgent medical attention please call 000.**

### **Home and Other Visits**

There may be times when a doctor will need to visit you at home. Arrangements will be made between you and your doctor.

### **Telephone Access**

If you wish to talk to your health practitioner please contact them directly. If the person you wish to speak to is not available, please leave a message they will contact you as soon as possible.

**If you are calling about a medical emergency please hang up and call 000**

### **Fees and billing arrangements**

GenWise practitioners offer a bulk billing service.

### **Receiving the results of any test or procedure**

Please be sure to contact your doctor for any test results.

**If you are a pathology/radiology provider and are unable to reach a GenWise General Practitioner regarding an urgent result please contact your local after hours service to follow up the result. If neither of these are possible please contact the patient concerned and advise them to seek urgent treatment immediately.**

### **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.

### **Complaints Feedback and Suggestions**

We welcome any feedback that will help us to improve our service. We take your concerns, suggestions and complaints seriously. Please contact our practice director if you have any complaints or feedback.  
contact@genwisehealth.com.au