



Patient Information & Privacy Policy

*Crookwell: 161 Goulburn Street
Taralga: 75 Bunnaby Street*

Phone: 02 4880 3809

Fax: 02 4744 3655

Email: reception@thrivegp.com.au

Visit: www.thrivegp.com.au

Acknowledgement of country

We pay our respects to Aboriginal Elders past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander people and recognize their continuing connection to the land, water, and community.



"Mirrinmi"

Shows a community that is connected. The goal is symbolic for how valuable this is. How important it is to come together and support each other. Calming colours of blue and green represent healing, harmony, and prosperity. – Jess Plumb

Crookwell

Acknowledgement of Country

Thrive Medical Practice acknowledges the Traditional Custodians of this land on which we live, work and learn on - the Wiradjuri people.

We pay our respects to Aboriginal Elders past, present, and emerging, and extend that respect to all Aboriginal and Torres Strait Islander people and recognise their continuing connection to the land, water and community.

Taralga

Acknowledgement of Country

Thrive Medical Practice acknowledges the Traditional Custodians of this land on which we live, work and learn on - the Gundungurra people.

We pay our respects to Aboriginal Elders past, present, and emerging, and extend that respect to all Aboriginal and Torres Strait Islander people and recognise their continuing connection to the land, water and community.



Thrive

We provide healthcare that is holistic and respectful, which enables people to enjoy their best possible health and to thrive in their lives. Our team supports each other to do their best. Together we grow and thrive.

Local

We live and work here because we love our community and are committed to it. We understand local concerns and aim for excellent care close to home.



Care

Our experienced GP & Practice Nurses care for people of all ages. We provide acute care, health checks and manage complex and chronic illnesses, with compassion, respect, and efficiency.



Thrive Medical Practice

Practice Details

New Patients to the Practice

A new patient is required to register with the practice. The registration form and transfer of medical records form can be completed online and found on our website www.thrivegp.com.au. Paper registration forms are also available from reception at the medical practice. Initial consultation at the practice will require a 30 min consult with the practice nurse and then a long consultation with the GP

Hours

Our reception is available by phone from 8:30am- 5:30pm Monday to Friday. After-hours care and contact is available outside of these hours as outlined below

How to Book

Phone: 02 4880 3809



After Hours: 0473 003 868 - 11pm Weekdays.
8.30am - 1.00pm Saturdays



Visit: www.thrivegp.com.au



App: HotDoc

Please note that we request at least 2 hours' notice for any appointment cancellations or rescheduling. Patients who fail to attend their scheduled appointments or provide adequate notice may be subjected to a cancellation fee of \$30. This policy helps us ensure that our services remain accessible to all patients in need of care.

Thank you for your understanding and cooperation

We do accept walk in appointments that are deemed critical or urgent. We can arrange a consultation at the clinic for walk-in patients. Our practices fees are available from reception or via our website. A list of our current practitioners and staff can be found on our website.

If you require urgent care outside of our available hours please present to Crookwell Hospital Emergency Department where we have an agreement that they will provide medical support for you during these hours.

Thrive GP Medical Practice Fees

Effective 1st July 2024

For general consultations, children under 16 years, adults over 70 years, patients with a Health Care Card, pension card, DVA Card holders and all people who identify as Aboriginal and Torres Strait Islanders will be bulk billed

Consult Type	Standard Fee	Medicare Pay	You Pay
Consult (< 5 minutes)	\$50.00	\$19.60	\$30.40
Standard Consult (Enough for 1 problem)	\$85.00	\$42.85	\$42.15
Long Consult (Allows for 2-3 problems)	\$135.00	\$82.90	\$52.10
Consult (Complex problem, several problems)	\$175.00	\$122.15	\$52.85
Consult (Complex problem, several problems)	\$240.00	\$197.90	\$42.10
Telephone Consultations			
< 6 minutes	\$50.00	\$19.60	\$30.40
6 – 18 minutes	\$85.00	\$42.85	\$42.15
> 20 minutes	\$135.00	\$42.85 (If registered with MyMedicare) \$82.9	\$52.15
>40 Minutes	\$215.00	\$122.15 (If registered with MyMedicare)	\$92.85
Telehealth Consultations (Video)			
< 6 minutes	\$50.00	\$19.60	\$30.40
6-18 minutes	\$85.00	\$42.85	\$42.15
> 20 minutes	\$135.00	\$42.85 (If registered with MyMedicare) \$82.9	\$52.15
>40 Minutes	\$215.00	\$122.15 (If registered with MyMedicare)	\$92.85
Other Consultations			
ECG	\$30.00	\$20.95	\$9.05
Scripts (Private fee)	\$25.00		
Referrals	\$25.00		
Iron Infusion	\$140.00	\$42.85	\$97.15
Iron Infusion (Concession)	\$100.00	\$42.85	\$57.15
Consumables (Dressings, Sling etc)	\$10.00		
Mental Health Care Plans Private	\$150.00	\$103.70	\$46.30
Excisions	Excisions will also attract a gap payment between \$40 and \$60. These are not Bulk Billed. Payment is due at your review appointment when sutures are removed		

A \$30 nonattendance fee will apply if you fail to attend your appointment, including cancelling within 2hrs*

These fees are subject to change and will be reviewed quarterly

Meet the Team



Dr Lisa Opie - Medicine in the country has been my passion since my family and I moved to country NSW in 2004. I gained my GP qualification in Mildura (fellow of RACGP). I've worked in Aboriginal Health, GP locums across country NSW before we chose to live in Crookwell in 2009. I also provide care at our local hospital and nursing homes.



Dr Kundai Sithole - Attained her medical degree in 2003 from the university of Zimbabwe. She has 15 years of overseas experience in General Practice and is passionate about family medicine. Dr Sithole is part of the team at Thrive GP and is fulfilling her career in Australian General Practice. Dr Sithole and her family have moved to live in Crookwell.



Dr John Rozario graduated from the National University of Singapore and has over a decade's experience as a GP in Singapore and prior to that a further 10 years of experience in hospital care both in Singapore and the UK. Apart from enjoying clinical practice, he also has an interest in GP research which stems from his belief in lifelong learning.

Meet the Team



Dr Peter Reed - Trained and lives in Melbourne and has over 30 years' experience in both urban and rural Australia. He has worked in Crookwell Hospital since 2019 and more recently joined us as part of the Thrive GP medical team.



Dr Melanie George is a General Practitioner with a special interest in skin cancer detection and skin cancer surgery. Melanie is originally from Adelaide but completed her General Practice training in regional Victoria where there is a high incidence of skin cancer amongst the farming community. Melanie now has over 15 years of experience in the field of skin cancer management and holds a certificate in Skin Cancer Medicine from the University of Queensland.



Leanne Casey - Leanne joins our team as a registered nurse and immuniser. Her welcoming attitude creates a warm environment within the practice, she has been practicing for 11+ years and is keen to share her knowledge with our practice and the wider community.



Lana had recently joined our practice. Lana is a compassionate and dedicated nurse with a strong background in healthcare. She has a caring nature and a passion for helping others.

Meet the Team



Amy is part of our nursing team at ThriveGP and has a special interest in children's care. Amy is currently on leave caring for her first born.

Admin & Reception

Our reception and admin staff are here to help with all appointment and general enquiries. Feel free to approach any of our friendly staff to help you with any queries or questions you may have.



Allied Health



Kirsten Turner - Diabetic Educator is an Accredited Pharmacist and Credentialed Diabetes Educator working in both private and GP practices. Kirstin has experience working with patients of all types of diabetes diagnoses, specialising in medication optimisation for elderly patients experiencing diabetes related complications.



*Amplifon Hearing - The friendly hearing care professionals will take the time to ask questions about your lifestyle and health history to understand your personal hearing challenges and help determine the possible causes of your hearing loss. They visit ThriveGP once a month and bookings are made through the Goulburn Clinic.
Ph: 02 4821 0177*



Health First Group Physiotherapy we have several experienced Physiotherapists available to help you when you need them. Our Physiotherapy clinic is conveniently located in Goulburn and service the Crookwell community every Monday. Bookings are made through Health First in Goulburn. Ph: 02 4822 2636



Capital Pathology visits every Monday 7.30am to 11.00am. Visit the front rooms at Thrive.

Thrive Medical Practice Privacy Policy

Current 02/01/2025

Reviewed January 2025

Next Review Date: June 2025

Introduction

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

Definition of a patient health record?

A patient health record is

"The primary purpose of a clinical health record is to hold the information about a patient that is required for effective care: good patient information supports appropriate clinical decisions... containing high-quality information that is accessible to appropriate users". (RACGP, 2023)

Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

Why do we collect, use, hold and share your personal information?

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (e.g., staff training). Our practice utilises personal information, such as date of birth, address and phone number to communicate effectively with other health professionals (such as specialists). This information is stored, and with your permission shared with others, to provide the best care effectively and efficiently. This information is then automatically filled into documents by our software (Best Practice). No information is shared, distributed or released without patient consent.

Our practice used Cubiko to ascertain if the selected MBS item codes will be eligible for claiming under the Medicare benefits scheme.

What personal information do we collect?

The information we will collect about you can include your:

- Personal Details such as; name/s, date of birth, address, contact details
- Medical Information ie; medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors
- Medicare number (where available) for identification and claiming purposes
- Healthcare Identifiers
- Health Fund Details
- Next of Kin and/or Emergency Contact Information

Anonymity.

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorized by law to only deal with identified individuals.

How do we collect your personal information?

Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via our registration form.
2. During the course of providing medical services, we may collect further personal information. Information can also be collected through electronic transfer of prescriptions (eTP), my Health Record, HotDoc and Cubiko (Checking for claiming under the MBS) e.g. via Shared Health Summary.
3. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment.
4. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
 - your guardian or responsible person
 - other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
 - your health fund, Medicare, or the Department of Veterans' Affairs (as necessary).
 - If your Medicare card cannot be produced we will need to identify you using your Drivers License, Proof of Identity card or Birth Certificate

When, why and with whom do we share your personal information?

We sometimes share your personal information:

- with third parties who work with our practice for business purposes, such as accreditation agencies or information technology providers – these third parties are required to comply with APPs and this policy
- with other healthcare providers
- when it is required or authorised by law (e.g., court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- to establish, exercise or defend an equitable claim
- for the purpose of confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (e.g., some diseases require mandatory notification)
- during the course of providing medical services, through eTP, My Health Record (e.g., via Shared Health Summary, Event Summary).
- Making a request to Medicare systems to ascertain if MBS item codes are eligible for claiming

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that are permitted by law) without your consent.

Our practice will not use your personal information for marketing any of our goods or services directly to you without your express consent. If you do consent, you may opt out of direct marketing at any time by notifying our practice in writing.

Our practice may use your personal information to improve the quality of the services we offer to our patients through research and analysis of our patient data.

We may provide de-identified data to other organizations to improve population health outcomes. The information is secure, patients cannot be identified and the information is stored within Australia. You can let our reception staff know if you do not want your information included.

How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms. Including paper records, electronic records, visual records (X-rays, CT scans, videos and photos), audio recordings.

Our practice stores all personal information securely. By electronic format, in protected information systems or in hard copy format in a secured environment. All electronic storage is secured by passwords, hard copy is stored in secured cabinets. All staff and contractors have confidentiality agreements.

How can you access and correct your personal information at our practice?

You have the right to request access to, and correction of, your personal information.

Our practice acknowledges patients may request access to their medical records. We require you to put this request in writing marked to the attention of the practice manager and our practice will respond within a reasonable time (30 days).

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to the Practice Manager Email reception@thrivegp.com.au.

How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure.

Please mark the correspondence to the attention of the Practice Manager Thrive Medical Practice: Email richard.opie@thrivegp.com.au or by Australian Post PO BOX 239, Crookwell, NSW 2583. Phone 02 4880 3809. A 30-day time frame to handle your complaint process is required.

You may also contact the OAIC. Generally, the OAIC will require you to give them time to respond before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 363 992

Policy review statement

This policy will be reviewed by ThriveGP Management on a regular basis to ensure that it continues to adhere to the Australian Privacy Principles. The privacy statement displayed on the website will reflect the current policy. Should an update of this policy be required, an update version will be published on the ThriveGP website as well on display at the ThriveGP Medical Practice at Crookwell and Taralga.

CCTV

Our practice would like to advise that we have CCTV footage (Not Audio) in and around the practice and building.

Cubiko

Cubiko a Practice Management System is used at ThriveGP for MBS Items Online Checking. This system allows us to monitor and improve our service quality. Any data used for this is collected and sorted according to the privacy policy. As a patient of the practice you consent to ThriveGP making requests to Medicare systems on your behalf to ascertain if the selected MBS items codes will be eligible for claiming under the Medicare benefits scheme. Further information can be found; <https://www.cubiko.com.au/privacy-policy>

HotDocs

HotDocs is a booking and patient management platform used by ThriveGP. All information collected and stored through this platform is handled according to the privacy policy. Further information can be found; <https://practices.hotdoc.com.au/privacy-policy/>

mAiScribe

mAiScribe is software for the GP's, this runs in the background of your consultation and will take detailed notes of what you have discussed with your GP. The notes are de-identified and the copied into your file at the end of the consult. Further information can be found <https://maiscribe.com.au/privacy/>

New Patients Policy

A new patient is required to register with the practice. The registration form and transfer of medical records form can be completed online and found on our website www.thrivegp.com.au. Paper registration forms are also available from reception at the medical practice. Initial consultation at the practice will require a 30 min consult with the practice nurse and then a long consultation with the GP.

Communication policy

When contacting us, we endeavor to return phone calls and emails as soon as possible. Our email communication policy is that we reply to all emails received within 48 hours (business hours) of receiving the email. This process will be in email format unless deemed more urgent in which case a phone call will be made. Our phone call communication policy is to ensure that all missed calls will be returned by the close of business on the same day (If you are unable to be reached, we will leave a voicemail to let you know we have been in contact.)

Email contact is not appropriate for clinical or medical questions, but can be useful for general enquiries, fee enquiries etc.

Care We Offer

GP Consultations: Please specify standard (10-15 minutes, to address one problem), or a long consultation (20-25 minutes to cover 2-3 problems, or mental health). If you need a checkup regarding women's health or men's health check, license medical or any other medical such as pre-employment, please let us know when booking.

Health Checks: We encourage all patients to book a health check, as we believe in the prevention of illness and detecting health problems early. Certain groups of patients have specific health checks, such as: Children under: 5, people over 75 years, people aged 40 to 49 years old, children living with autism, developmental disorders or disabilities and adults with intellectual disability. More information is available in our patient information folders and by talking with our nurses.

Chronic Disease Management: People with Chronic Disease (such as diabetes, heart, lung or, kidney disease, etc) benefit from extra support accessing services, coordinating care from different providers and understanding their health. Our practices Nurses have many years of experience with Chronic Disease management and will work with your GP to plan and manage your health. Please Phone to make an appointment with our Nurse, or ask to speak directly with them to further discuss concerns or questions.

Urgent Medical Care: We Make Urgent Appointments available each working day, please book either online or by phone. Please let our reception staff know if you are unwell and feel if you should be seen urgently so this can be provided for you. If all GP appointments are full, and your matter is urgent, our practice can still help arrange appropriate care.

After Hours and weekend care: Our practice mobile phone is monitored until 11pm weekdays and Saturday mornings until 1pm. If you require urgent care outside of these hours, please present to the Crookwell Hospital Emergency Department where we have an agreement that they will provide medical support for you during these hours. After working hours appointments are available for people who cannot attend during business hours (Usually weekday evenings or Saturday Mornings). If you require urgent medical care after hours, please phone 0473003868.

ALL EMERGENCIES, PHONE 000

Telephone and Telehealth Consultation: Telehealth consultations is a method we use at ThriveGP for patients to receive medical advice and treatment, using electronic communications such as a video call, phone call, or online messaging. It allows patients to consult with healthcare professionals from the comfort of their homes. Please see attached procedure called 'setting up telephone and telehealth consultations.'

Nursing home and home visits: We provide home based care for frail and disabled people who cannot attend the practice. Some conditions apply, please contact the practice to discuss should you require home visits.

Test results: Following up results is an important part of patient care. If you've had a test to further investigate a health problem, we generally prefer to see you at a follow-up appointment to discuss results and plan treatment, etc. Your GP will discuss follow-up when the test is ordered. Routine tests, such as cervical screening and some regular blood test may be notified by mail or email, your GP will discuss. All results are important. If you haven't received your results or are unsure regarding a follow-up, please phone us.

Reminders and recalls: Thrive keeps a computerised record of important health activities (e.g., cervical screening, vaccination or colonoscopy, etc.) We will check these when consulting, or may notify you by Phone, Mail, SMS or Email when such activities are due for you. Please let us know how you'd like to be reminded, or whether you'd prefer not to receive reminders. We use Hot Docs to manage our patient recalls and reminders. You may receive SMS and /or a letter to request that you book an appointment for a health activity (such as a cervical test)

Interpreters: A telephone interpreter is available, please ask when booking your appointment, so we can arrange this.

If at any time you have questions or concerns, please contact us so that we can help you. We warmly welcome any feedback, its how we grow, improve and thrive.

Privacy

We realise that your healthcare is private, and we have procedures and training in place to protect patient confidentiality, and ensure that only people who need to know your private information are given this information except in rare circumstances, no private information is given to a third party without patient consent. Please ask for a copy of our policy at reception.

Referrals

Our GP's can refer you to specialists appropriate for your care needs. If you are seeking a second opinion without a specialist referral our doctors cannot backdate a referral. Refer to our Fees & Charges disclosure attaching to this form.

Prescriptions

Thrive GP patients can request a script renewal online. Allow 72 hours for processing, once ready they can be collected from the Crookwell office, or you can request to receive them via e-script. These prescription requests will be filled at the doctor's discretion, we will notify you if further action is required. Generally, your GP will only provide a prescription without consultation if you have been seen in the practice in the previous 3-6 months. Refer to our Fees & Charges disclosure attaching to this form.