

Hyde Street Practice

Practice Information

Our Staff

General Practitioners

Dr Steven Wade

Dr Nat Masli

Dr Sophia Scrimgeour

Dr Mel Roberts

Sexual Health Physician

Dr Danae Kent

BMBS (Hons), BDS, BScD (Hons),

GCertPH (Sexual Health), FRACGP, FACHSHM

Nurses

Rachel : Practice Nurse

Medical Administration Officers

Janine

Tracy

Krystal

Hyde Street Practice Hours

Monday–Friday 9:00 am – 5:00 pm

Closed Weekends and Public Holidays

Rapido (peer led rapid HIV testing)

Monday 3:00–6:00 pm

(except Public Holidays)

Our Medical Practice

Hyde Street Practice is a service of SHINE SA. Hyde Street Practice is committed to providing comprehensive general practice care to all individuals in the community. We have a shared database between our service and SHINE SA clinics so your information is available across clinics.

Appointments

General practice consultation is by appointment. Urgent matters will be dealt with promptly. We aim to keep appointment wait times reasonable whilst also balancing emergencies or unexpected longer appointments. To help us schedule effectively, please tell reception if your appointment is likely to be long (e.g. insurance medicals, post-natal checks, implanon changeover or counselling).

Online Appointments

You can visit our website www.shinesa.org.au/hydestreet or download the HotDoc App to make an appointment online.

Continuity of Care and Doctor of Your Choice

We aim to help you see the doctor of your choice. When a good relationship exists between our doctors and clients, we see better health outcomes and communication. We recognise that it is not always possible to see the same doctor, so our system of recording notes takes this into account.

Sterilisation of Equipment

All reusable instruments are sent for sterilising under high temperature and pressure conditions to meet Australian Safety Standards. Disposable equipment is used in many instances to ensure patient safety.

After Hours Care

If you require medical attention after hours, please ring our afterhours service on 13 7425. For emergencies ring 000 or attend the closest hospital to you.

Communication via Email and Phone

Doctors will generally not take phone calls (non-telehealth i.e. phone appointment). Our nurses can help determine the urgency of your issue and book an urgent appointment if necessary. Doctors in this practice DO NOT use email for any aspect of primary care. Most problems are best dealt within a consultation.

Procedures

Our doctors can perform many minor procedures if required (e.g. removal of skin lesions, treatment of simple fractures). Cryotherapy (for warts etc.), nebulizer, cervical screening and resuscitation equipment is available. A longer appointment may be required for some procedures so please inform the receptionist.

Investigations

Our doctors can perform many tests on site (e.g. ECG, hearing tests, lung function tests, blood collection). Tests including X-rays, CT scans, ultrasound, mammograms can be arranged elsewhere when needed.

Test Results

Clients are required to return for a consult to obtain test results, preferably with the doctor who ordered the test. If any tests are abnormal and/or require urgent attention we will contact you. To facilitate this, please make sure reception have your current phone number and address details.

Patient Recall for Preventative Care/Abnormal results/Referrals

We have an active Reminder/Recall System where we contact clients by either phone or mail for follow up. This will be for prevention such as cholesterol check, blood pressure, abnormal results that require monitoring and referrals to outside specialists. Please discuss with your doctor if you wish to opt out of any aspect of the recall system.

Chronic Disease Prevention

We are committed to helping our clients prevent the development of chronic disease. We encourage you to take advantage of the practice nurse and the time you spend with the doctor to have your modifiable lifestyle factors assessed. For our clients aged over 75 we recommend a yearly health assessment which is a comprehensive review of a wide range of health issues. Patients aged 45-49 are also eligible and encouraged to have a detailed health check to help identify any risk of chronic diseases.

Transfer of Medical Records

If you require a copy of your records to be sent elsewhere please ring our practice or speak to reception for a transfer of records form and we can arrange for them to be sent.

Fees and Billing Policy

Details of our fees can be found on our website (www.shinesa.org.au/clinic-fees/) or by speaking to our reception staff.

Bulk billing is available if you are 21 years or under OR if you hold a valid Centrelink Concession Card or Student Concession.

Medical Information, Privacy & Your Rights

All doctors at our practice use computerised Medical Records to record information, order tests, provide prescriptions and file Specialists reports. Our computers are secure and backed up daily. All information recorded at the Practice is confidential. You have the right to register with our practice under a pseudonym if this is practicable. As a service of SHINE SA we adhere to strict policies around how your information is handled, confidentiality and client rights. You are given a Client Rights sheet that expands on this information when you first register, there are copies on the reception desk and electronic copy available on our website. Should you wish to make a complaint or offer feedback you are encouraged to either speak to your doctor, the practice manager, leave feedback in the feedback box in reception or via our website.

Clinic Accessibility

Our practice provides wheelchair access and staff will assist any clients when necessary. Our clinics have disabled parking out the front of the clinic and we have a wheelchair available for transporting clients to and from vehicles.

Interpreters

We have an interpreter service available where necessary. This helps our doctors ensure they fully understand the needs of clients and that clients can fully understand advice.

**For after-hours
care please call
13 74 25**

Clinic and Counselling Appointments and General Enquiries

Tel 7099 5320
Fax 7099 5399
Email hydestreet@shinesa.org.au
Website shinesa.org.au/hydestreet

