gement of Patient Health Information:

edical record is a confidential document. It is the policy e Street Medical to maintain the privacy, security and ntiality of personal health information at all times, and re that this information is only available to authorised necessary. Please be aware that your health ation may be disclosed to other health care providers ng a health service to the individual, in order to ensure rther health services are provided safely and effectively.

ide by the 13 APPs (Australian Privacy Principles) which e framework of the Australian Privacy Act 1988. These found at https://www.oaic.gov.au/privacy/australian-y-principles

require a copy of your medical records, a form will need filled out at either the practice you are transferring to or eption. We will need photo identification. Please enquire eption about any fees that may apply.

nt Responsibilities:

tients have the responsibility to:

- Advise reception as soon as possible in the event of being unable to attend for a scheduled appointment.
- To provide accurate and complete contact information, including next of kin and emergency contact information.
- To participate in discussions about their care plans, to ask questions and advise the medical practitioner if they do not understand or have concerns with the proposed treatment.
- To follow the care plan to which they agreed and any recommended follow up instructions and/or recommendations for their care.
- To respect medical centre staff and to not engage in any behaviour that is considered threatening, aggressive or unsafe towards staff.
- Patients who are under the influence of alcohol or illegal drugs may be refused treatment.

AFTER HOURS CARE

****Some problems such as severe CHEST PAINS or SHORTNESS OF BREATH are MEDICAL EMERGENCIES and you will be advised to dial 000.**

ALBURY WODONGA HEALTH EMERGENCY DEPARTMENTS:

ALBURY CAMPUS
201 Borella Road
ALBURY NSW 2640
Open 24 hours

WODONGA CAMPUS
69 Vermont Street
WODONGA VIC 3690
Open 24 hours

TELEPHONE NUMBERS

Ambulance Service: 000
Albury Hospital: 02 6058 4444
Wodonga Hospital: 02 6051 7111

Poisons Information Centre (Open 24 hours): 13 11 26

Patient Feedback: We would like to know of any concerns you may have about the care you receive. Please feel free to talk to the doctor, receptionist or other staff. Written feedback can be forwarded via email to admin@matestmedical.com.au or to the practice address. However, if you feel there is a matter you wish to take up outside the practice, you can contact:

Health Care Complaints Commission
Locked Mail Bag 18, Strawberry Hills, NSW, 2010
Ph: 02 9219 7444 Toll free (NSW) 1800 043 159
Email: hccc@hccc.nsw.gov.au

MATE ST MEDICAL

Practice Information

1089B Mate Street
NORTH ALBURY NSW 2640

Phone: 02 6025 0333

Fax: 02 6025 0233

Email: admin@matestmedical.com.au

www.matestreetmedical.com.au

CONSULTING HOURS

Monday	**9:00am – 4:30pm**
Tuesday	**8:30am – 4:30pm**
Wednesday	**9:00am – 4:30pm**
Thursday	**8:30am – 4:30pm**
Friday	**9:00am – 4:30pm**

Saturdays, Sundays and Public Holidays - Closed

Practice Staff:

Dr Leigh Bennie

Dr Celestine "Toby" Ezekwe

Senior Receptionist: Sarah Steve

Practice Nurse: Ms Akshata Salian

Diabetes Educator: Ms Norelle Owen Scholz