



PORT SORELL MEDICAL CENTRE

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Patient Information

Port Sorell Medical Centre is an accredited General Practice offering a broad range of general health services including preventative health and chronic disease management.

The Centre was established in 2003. We moved into brand new, purpose-built premises in June 2009, sited next to a childcare centre and aged care facility, with extensions completed in 2012 to accommodate our growing Practice.

We were awarded The Royal Australian College of General Practitioners Tasmanian Practice of the Year in 2018 and won the PenCS data quality award in 2024.

Practice Hours

Monday – Friday: 8.30am to 5.15pm, with telephone coverage from 8.00am to 6.00pm

Saturday: 9.00am to 12.00pm

After Hours: Advice by calling Health Direct on 1800 022 222 or Telehealth Consultations by calling 137425 provided by 13SICK after hours service.

Emergency: Please call 000 for Ambulance, or attend Mersey Community Hospital Emergency Department

Appointments

Appointments can be made by phoning Reception on 6428 7720 or online via HotDoc.

Please make a separate appointment for each family member required to be seen, even if seeing the same doctor.

How Long Do I Need? Please advise at time of booking, if possible, the type of appointment required.

Standard Consultation

One issue to discuss
Repeat Prescriptions
Referrals
Test Results
Medical Certificates

Long Consultation

If you would like more time
Two or more issues to discuss
Counselling/Mental Health Issues
Worker's Compensation
Ear Syringing
Telehealth with Specialist
Cervical Screen
Skin Check

Consultation Including Nurse

Medicals, including Driver's
Licence
Health Assessment/Care Plan
Procedure/Removal
Dressings/Removal of Sutures
Children's Immunisations

NB: this is not an exhaustive list, please contact Reception if you are unsure of what type of appointment to book

Every effort will be made to accommodate your preferred time and GP. Emergencies will be given priority, and our reception staff will endeavour to contact you to advise of any unforeseen delays, however this is not always possible.

Please arrive on time for your appointment. If you are late the doctor may not be able to see you.

Appointments may be available on the day if you are ill or injured. Please call Reception from 8.00am weekdays and 9.00am Saturdays to book.

Cancellations and Missed Appointments

As a courtesy to the doctor and other patients, please provide as much notice as possible if you are unable to keep your appointment, as we do run a cancellation list on each day, and we may be able to offer your time to another. Missed appointments may result in a non-attendance fee, which is not claimable from Medicare. This fee is to be paid prior to routine appointments being made.

Fees and Billing Arrangements

Port Sorell Medical Centre is committed to delivering our patients the highest quality in health care. Our practice is participating in the Government Medicare Bulk Billing Incentive program and therefore all eligible Medicare Items will be bulk billed if you hold a current Medicare card. All DVA consultations are billed directly to Veteran's Affairs. You need to present to reception after your consultation to give your consent for the Assignment of Medicare Benefits to your doctor. You will then be given a copy of this for your own personal records.

Unfortunately, not all services are covered under Medicare.

The following services are not covered by Medicare, and may require payment in full at time of appointment:

Workers Compensation	Services for patients who do not hold a Medicare card
Pre-employment Medical	Commercial Driver's Licence Medical
Insurance Medical	
MAIB Consultations	

A schedule of our fees can be obtained from Reception Staff.

Telephone Consultations

Following changes introduced by Medicare during the Covid-19 Pandemic, we can offer telephone consultations to patients, where clinically appropriate, who meet the following criteria:

- Patients who are registered with Port Sorell Medical Centre under the MyMedicare program, or the patient has had a face-to-face appointment with the consulting doctor in the previous twelve months.
- Both the patient and the doctor are present in Australia at the time of the consultation.

New Patients

Port Sorell Medical Centre is pleased to accept patients who are new to the Port Sorell and surrounding local areas. We are also able to organise the transfer of your records from your previous practice. Our preference is to receive your previous history prior to your appointment, so

that your doctor has all the information at hand to continue your healthcare. We understand that this may not be obtainable in an emergency, and in this instance, we may reach out to your previous clinic for your health summary to be forwarded at the time of your consultation.

All new patients will spend time with our practice nurse prior to seeing their doctor. This enables us to complete and update your medical history in our records, download your immunisation history, and take initial observation readings. This allows your doctor to have current history when you commence your consultation.

Visiting Patients

Port Sorell Medical Centre welcomes patients who are visiting the Port Sorell area from interstate or outside the Northwest Coast. All visitors who hold a current Medicare card will be bulk billed. Those who do not hold a current Medicare card will have a private fee to pay which can be claimed through your travel insurance or under the reciprocal health agreement with Medicare. To see if you are eligible under the reciprocal health agreement, visit the below website.

<https://www.servicesaustralia.gov.au/reciprocal-health-care-agreements>

Test Results

It is your responsibility to follow up any requested test results with your doctor. Results are generally available within one week of testing apart from x-ray reports which can take up to 3-weeks for non-urgent requests. Please book a results appointment promptly and check the day before your appointment that these results have been received by your doctor.

Your doctor may contact you prior to your booked appointment if your result is abnormal or requires urgent attention, however, do not assume your result is normal if this does not occur. This contact may be via telephone, or via a message sent from Hotdoc. Please also be aware that normal results may still require further testing and/or referral to specialist.

Reception staff are unable to interpret or provide any results (apart from Cervical Screenings).

Repeat Referrals and Scripts

Doctors providing referrals are responsible ethically and legally to ensure these are correct and warranted. Therefore, a consultation is required with your doctor for referrals. This includes referrals to specialist, for pathology testing, or x-ray request. Please be advised it is your responsibility to ensure your specialist referrals are up to date. We may not be able to accommodate any last-minute requests for repeat or continuing referrals and Medicare does not permit back-dating of referrals.

All prescriptions for medications not prescribed before at our clinic will require an appointment. If you last saw your doctor over 6-months ago, you will require an appointment for a repeat prescription. If you have seen your doctor within a 6-month period, we have prescribed the medication before, and it is not a scheduled medication or opioid medication, then requests can be submitted through Hotdoc for a repeat prescription to be sent either to your phone or to your selected pharmacy. This service involves a fee. If you wish to avoid paying the fee, then please make an appointment for your repeat prescription.

Please note that certain medications may require the completion of an application for authority to prescribe before your doctor can prescribe them. This application may require supporting documentation to be submitted. Your doctor will discuss this with you if this is the case.

Home Visits

Home visits for acutely ill or infirm patients are not routinely available. Please feel free to discuss with Reception or your doctor if you feel a home visit is required and this will be considered and arranged if required.

Travel Advice

We can assist you with travel advice and immunisations. We are an accredited provider of Yellow Fever vaccinations and the relevant paperwork. These appointments can be complex with paperwork and discussions regarding destinations and previous immunisation history. Ideally, appointments should be made at least six weeks prior to travel to allow sufficient time for your body to respond to any vaccines that may be needed. Where possible, vaccines can be arranged to be given the same day.

Translating and Interpreting Services

Translators and interpreters, including for patients with speech or hearing difficulties, can be arranged. Please advise Reception at time of booking if you require these services.

Getting the most out of your appointment

There are several things you can do to maximise the benefits of your consultation

- write a list of the things you wish to discuss, and hand to your doctor at the start of your appointment. Remember that your doctor may not be able to review all the items on your list, so prioritise these items and we can schedule another appointment to review your other items. Please ask for a longer appointment if you have more than one thing you wish to discuss with your doctor.
- check your scripts prior to your appointment to ensure you do not run out of any medications before your next visit.
- Ask the doctor to write down any specific directions or information which you may be unsure about.
- At the end of the consultation, be clear whether a follow up appointment, or tests are required.
- please be aware it is not always possible to attend to everything in one consultation, and you may need to make a further appointment to follow-up on multiple issues.

Recall and Reminder System

You may need to be recalled for follow-up at the request of your doctor. This may be due to a report, letter, or result that has been received, or a request for information. We may contact you via telephone, via SMS using Hotdoc, or by registered mail.

Our practice is committed to preventative care. The doctors will include you on our database for reminders for chronic disease care plans, cervical and breast screening, immunisations and other preventative health care issues or tests. We will provide you with this service via SMS through Hotdoc or letter so that you can make the appropriate appointment arrangements. If you do not wish to be part of this system, please let your GP know, or opt-out of SMS using the Hotdoc link provided in the sent message.

Appointment Reminders

Your appointment is confirmed when booked into our system. Our practice utilises HotDoc to provide appointment reminders via SMS 24 hours prior to your consultation. These reminders serve

to compliment appointment cards or notations in your own personal diary or telephone. We do not have any control over telecommunication providers regarding undelivered or delayed messages, and these are not accepted reasons for missing your appointment, and a non-attendance fee may be charged.

Transfer of Medical Records

Should you wish to transfer your Medical File from Port Sorell Medical Centre to another practice, we will require your new practice to send a request to transfer your record signed by all members over the age of 16. We cannot transfer records for family members or partners if they are over 16 and have not signed the consent to release their record. On receipt of the request, we will contact you regarding the transfer as there will be a fee payable of \$22 for the complete record to be sent. This fee covers all family members on the same Medicare card. If you do not require your complete record, we are happy to forward a Health Summary containing a summary of your record free of charge instead.

Please be advised that if you transfer to another local clinic, you will be unable to return to our practice within two years of transferring your file.

Parking and Disabled Access

Ample free parking is provided on-site, with allocation for disabled parking directly opposite our main entrance. Undercover access is also available under the portico on the side of the building if necessary. A wheelchair is available upon request.

Occupational Violence/Harassment/Unreasonable Behaviour Policy

All our staff, patients and visitors have the right to a safe and comfortable environment. Any form of harassment, bullying, intimidation or violence will not be tolerated.

Privacy and Confidentiality

The provision of quality health care relies on a doctor and patient relationship of trust and confidentiality.

Your medical records are confidential. Our policy is to always maintain security of your personal health information. In the interest of providing quality health care, we have developed a privacy policy that complies with the Commonwealth Government legislation and recognises the rights of our patients to privacy.

Copies of our Privacy Policy are available in the waiting room, on our website

<http://www.psmcd.com.au> or from reception on request.

Further information regarding the legislation is available from the Federal Privacy Commissioner on 1300 363 992 or visit www.privacy.gov.au

The use of AI scribes during consultations

Port Sorell Medical Centre is committed to providing the best possible care to you, and as part of this commitment, we are continually looking for ways to enhance our services. We are using what is called an AI note-taking tool, or AI scribe. An AI scribe is an artificial intelligence (AI) tool that assists doctors during patient encounters by generating clinical notes based on patient conversations. This tool allows us to focus more on you, the patient, and less on computer documentation.

An AI scribe is a tool that listens to the conversation during a medical consultation and generates a written summary or "note" based on that conversation. This note is then reviewed and approved by

your doctor. The AI scribe tool does not interact with you directly. It merely listens to the conversation and creates a summary. This can allow the doctor to focus more on the visit and less on taking notes. We want to assure you that your privacy is our utmost priority. The AI scribe tool adheres strictly to Australian data protection and security regulations. Your participation is completely voluntary. Your doctor will always ask your consent to use the AI scribe and you may withdraw your consent at any time. If you have any questions or concerns, please feel free to discuss this with your doctor.

Communication Policy including Electronic

Please ensure we always have your up-to-date contact details. This includes your address, email and contact phone number. If you have a change of circumstance, please inform us of any changes you require with your next of kin or emergency contact details. We ask for the name, address, contact phone number and relationship to yourself for both your emergency contact and next of kin.

There are some risks associated with electronic communication in that the information could be intercepted or read by someone other than the intended recipient. It is due to this that our practice does not send any communications to yourself or other healthcare providers via email unless it is in an encrypted format via secure email. Any email communication from patients containing personal health information is discouraged unless provided via a secure encrypted email.

Please contact our reception staff on 6428 7720 if you have any requests, rather than sending requests via email.

Patient Feedback

Port Sorell Medical Centre is serious about the quality of our services and our continuing improvement. Feedback is welcome in any form.

Please feel free to talk to your doctor, nurse, reception staff or our Practice Manager. You may prefer to use our feedback form for feedback or suggestions. This can be obtained by asking at reception.

We take your concerns, suggestions and complaints seriously. We believe that problems are best dealt with within the practice, however if you wish to take your matter further and lodge a formal complaint, you can contact:

Health Complaints Commissioner Tasmania

Phone: 1800 001 170

Mail: GPO Box 960, Hobart Tas 7001

Web: www.healthcomplaints.tas.gov.au

The information in this document is current as at 17th July 2026, and is subject to change at any time.