



**WAGGA**  
MEDICAL &  
SKIN CLINIC

**Opening Hours:**

Monday 9.00am - 5.00pm  
Tuesday 9.00am - 5.00pm  
Wednesday 9.00am - 5.00pm  
Thursday 9.00am - 5.00pm  
Friday 9.00am - 5.00pm  
Saturday 10am - 2.00pm (Monthly)

**After hours care:** Our practice participates in the Wagga Wagga GP After Hours Service, which provides an onsite clinic weeknights, Saturday afternoon, Sunday morning and Sunday afternoon. An on-call service operates overnight. Appointments can be made by calling: (02) 6931 0900

**Fee Schedule**

| Appointment Type | Practice Fee | Saturday Fee | Medicare Rebate |
|------------------|--------------|--------------|-----------------|
| Standard         | \$89         | \$92         | \$39.75         |
| Long             | \$150        | \$155        | \$76.95         |
| Prolonged        | \$250        | \$270        | \$113.30        |

\* appointments that run over the allotted time will be subject to an additional fee.

**Practitioners:**

Dr Tracey Purnell MBBS (Principal/Owner)  
Dr Sofia Dominguez MBBS  
Dr Cassandra Steel MBBS  
Dr Rachael Fikkers MBBS  
Tracey Willis RN Cosmetic Nurse

**Missed appointments:**

If you cannot make your appointment, please phone ahead and let us know. If you do not arrive, or cancel within 4 hours of your appointment, there is a missed appointment fee. You will need to pay this fee before you are able to book future appointments with us.

**Payment is made on the day of appointment; no accounts will be given. Our preferred payment method is EFTPOS. There is a 1.5% surcharge on most transactions.**

**Booking process:**

Bookings can be made in person or online via our website. Please be aware that in order not to run over time and keep other patients waiting, we may ask you to return on another day to complete the consultation if you have not booked adequate time.

**Urgent appointments:** We reserve appointments daily for urgent conditions. These can be made by calling reception on the day. For a full list of our services please visit our website [www.centralwaggamedical.com.au](http://www.centralwaggamedical.com.au). We do not offer walk in appointments at the clinic, however we will be happy to make you an appointment with the next available doctor.

**Home Visits:** We do not regularly offer home visits during opening hours, however please discuss your wishes and concerns with your regular doctor.

**Communication:**

Our doctors are unable to return private calls to patients. While our support team is able to take a message, if you have a request from your doctor, you will require an appointment. You will also need an appointment if you have paperwork you would like your doctor to complete. You will receive appointment confirmations and practice updates via SMS. Please inform staff if you do not wish to receive these messages. The practice has an email address you can use to contact us ([hello@cwmedical.com.au](mailto:hello@cwmedical.com.au)). Please note that clinical information or requests for scripts/referrals cannot be made through email, you must book an appointment with your doctor. Emails are monitored regularly and staff will endeavour to reply to your email within 24 hours. Please do not contact us via email in an emergency, our reception area often gets busy and although we do our best to monitor emails regularly, we cannot guarantee your email will be seen in time to ensure your safety. Please call 000 in an emergency.

**Results:**

Your doctor will notify you when ordering tests how you are to receive your results. In most instances you will sent a secure SMS informing you on whether or not you need a follow up appointment.Appointments can be made via our website or phoning our support team. Our support team are not medically trained and do not have access to your results. If you have a query about your result, you will need to schedule an appointment with your doctor.

**Referrals:**

An appointment is required for all referrals to specialists other than General Practitioners. Please ensure you have an in date referral before attending a specialist appointment as Medicare strictly forbids the backdating of referrals. All referrals to Allied Health Practitioners under Medicare require you to have a chronic disease recognised by Medicare and a Chronic Disease care plan and team care arrangement in place. We are happy to assist you in developing a plan if it is suitable for you. Further information can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/health-medicare-allied-health- brochure.htm>

**Prescriptions:**

An appointment is required for new prescriptions. It is important that we see you regularly in regard to your medication to ensure you are on the correct dose or if the medication is still right for you. Should you find yourself without a script for a regular medication and cannot attend urgently for an appointment, you can order a prescription from us via our website (FAQ-online services). Please note that fees apply and your doctor reserves the right to reject the request if it is deemed clinically inappropriate to provide you a script without an appointment.

**Privacy:**

We value your privacy. Upon joining our practice, you will be asked to read and sign our privacy policy. Additional copies of this policy are available at reception and online on our website [www.centralwaggamedical.com.au](http://www.centralwaggamedical.com.au) All information provided by you to the practice is strictly confidential. Sharing your health information with other health professionals will always be discussed with you. Your information is stored securely. If you wish to access your health information, please discuss this with your doctor. Copies of specialist letters should be requested directly from the specialist concerned.

**Problems or complaints:**

If you experience any problems with our services or wish to make a complaint, we want to hear about it. Usually this is best resolved face to face. If you would like to advise us about a problem, please contact us either through telephoning our support team or sending a letter or an email to us. We take complaints seriously and will do our best to resolve them. If you have an adverse outcome, we need to know about it so we can make changes to avoid similar problems occurring again. In the event that you feel unable to resolve the problem directly with us, you can contact the NSW Health Complaints Commission on 02 9219 7444.

**Contact details:**

55 Trail Street, Wagga Wagga NSW 2650

Phone: 02 5925 533

Email: [hello@cwmedical.com.au](mailto:hello@cwmedical.com.au)

Website: [www.centralwaggamedical.com.au](http://www.centralwaggamedical.com.au)