

AFTER HOURS

For after hours assistance please phone:
Canberra Afterhours Locum Medical Service
CALMS 1300 422 567

You will be informed if fees will be incurred.

For urgent medical attention please call 000

APPOINTMENTS

We run by an appointment system to minimise your waiting time, however urgent cases will be seen on the day.

Due to unforeseen circumstances, such as an emergency, delays can sometimes occur and your patience would be appreciated if this should happen before your appointment. Walk in appointments are available.

A routine appointment is 10-15 minutes.

Appointments can be made online via our website
www.tsmp.com.au

If you require a longer appointment please discuss this with the receptionist when booking your appointment.

We ask patients to arrive on time for their appointment so other patients are not inconvenienced.

HOME VISITS

Home visits can be made if you are an existing patient of the practice, live within 10kms of the local area and are too sick to come to the practice.

A home visit can be arranged at a convenient time, usually during the doctor's lunch break or at the end of their session. Home visits are at the Doctors discretion.

ONLINE BOOKING

For patient convenience appointments can be booked online via our website www.tsmp.com.au or via the HotDoc app.



PATIENT FEEDBACK

We invite our patients to complete a patient survey on their experience at our practice. These surveys are completely confidential and will help us to improve our services to you.

We take your concerns seriously so please feel free to talk to your doctor, practice manager or one of the staff members about any problems you may have had with our service.

We believe that problems are best dealt with within the practice. However if you feel there is a matter you wish to take up outside the practice, you may contact:

Health Services Commissioner

[Level 2, 11 Moore Street Canberra City, ACT, 2601](#)

GPO Box 158, Canberra, ACT, 2601

P: 6205 2222 | E: human.rights@act.gov.au

COLLABORATING WITH PATIENTS

This practice takes an active approach to ensure the best outcomes for patients at all times even if they choose to reject investigation and/or management advice. GPs and practice staff respect the right of all patients to make investigation and treatment choices.

MANAGING YOUR PERSONAL HEALTH INFORMATION

Your health record is a confidential document. Our practice policy is to maintain protection of your personal health information at all times and to ensure that this information is only available to authorised members of staff. Please refer to the Patient Privacy Brochure in our reception area for further information on your privacy.

Our Mission

To ensure the highest quality of patient care is provided through a team effort that acknowledges and respects the work of doctors, nurses and all team members.

Phone 6175 0400

Fax 6293 2970

OPEN 7 DAYS

Monday to Friday

7.45am to 6.15pm

Weekends & Public Holidays

9am to 6pm

Closed Good Friday and Christmas Day

AFTER HOURS

Emergency 000 CALMS 1300 422 567



Consultations by Appointment

Private Billing Practice

New Patients Welcome

1/341 Reed Street (South)

Tuggeranong ACT 2900

Book Appointments Online

www.tsmp.com.au

OUR GENERAL SERVICES

Annual Health Checks
Asthma Management
Cervical Smear Tests
Check ups
Children's growth & development
Chronic Health Management Plans
Diabetes Management
ECG
Health Assessments > 75 yrs
45 to 49yrs
ATSI
Immunisation
Liquid nitrogen/ freezing therapy
Medicals
Men's Health
Minor Surgery
Pregnancy tests
Family planning & Antenatal care
Quit smoking assistance
Sexual Health Checks
Skin Checks
Travel Medicine
Women's Health

OUR SPECIALITY SERVICES

Dietician	Roslyn Seselja
Integrative Medicine	Dr Kathleen Calder
Psychologist	Kathy King
Psychiatrist	Dr Rashid Ali

TEST RESULTS

For all test results please call our Receptionists on 02 6175 0400 between 1pm and 3pm, three working days after your tests. Reception will contact you if your Doctor requires an appointment or wishes to provide you with information about your tests.

SMS Appointment Reminders

HotDoc appointment reminders will be sent to patients who would like this service.

INTERPRETER SERVICES

National Relay Service (NRS)
For patients with a hearing/communication impairment
Phone: 133 677

Translating and Interpreting Service (TIS)
For patients who speak languages other than English and require the services of an Interpreter
Phone: 131 450
Please refer to the posters in our reception area.

TELEPHONE CALLS

Your doctor is available by telephone; however calls to the doctor can sometimes inconvenience patients while having their consultation. In some cases, the nurse or receptionist may be able to assist you.

If your call is urgent you will be put through to the nurse. Messages may be left for the attention of the doctor and will be returned as soon as possible.

FEE STRUCTURE

Tuggeranong Square Medical Practice is a private billing practice. Our reception team are happy to inform you of our Doctor's fees. Our schedule of fees is located at reception. Payment is required at the time of consultation including Workers Compensation claims. Cash, credit cards and EFTPOS are available methods of payment.

CANCELLATIONS

If you are unable to attend your appointment, please contact the practice at least two hours before the appointed time, so that we can re-book the appointment and make another appointment for you. Failure to do so may incur a fee.

REFERRALS

We prefer to discuss your condition with you before referring to a specialist. An appointment is required with your Doctor for a repeat referral if you have not seen your Doctor in the past 2 months.
NB. Doctors will not back date any referrals.

REMINDER SYSTEM

Our practice is committed to preventive care and participates in National and State reminder systems. We offer a reminder system for Cervical Smear Tests, and other preventive health services appropriate to your care.

If you do not wish to be part of this system, please advise our reception staff.

SCRIPTS

We ask where possible that you try to obtain your scripts during your consultation. If you need repeat scripts, we ask that you make an appointment to see your doctor so that the medical condition for which the scripts are written can be checked. To request a repeat prescription you must have seen your Doctor in the last 2 months. A \$10 fee will be charged for scripts that are collected.



Dr James Ayres



Dr Sivan Rasaratnam



Dr Philip Verghese



Dr Shamim Khan



Dr Kathy Calder



Dr Paul Hughes



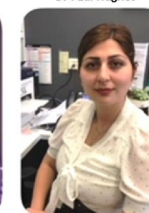
Dr Sue Williams



Dr Hossain Mosharaf



Dr Suda Pranavan



Dr Parisa Pour Ali



Dr Salid El Sherif



Dr Clare Perkins