



Practice Information sheet

Contact Details:

Phone: 02 4989 5100 Fax: 02 4989 5111
Building E, 1 Technology Place, Williamstown NSW 2318
Postal Address: PO Box 5112 Raymond Terrace East NSW 2324

Hours of operation

Monday-Friday 8:30am -4:30 pm
Saturday 8:30am-10:30am, Sunday Closed

After hours

In case of emergency please immediately telephone
Emergency Services – Ambulance by Dialing

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If not medically urgent contact

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Consulting Practitioner/s

Dr Paul Burford - BSc MBBS MAEROMED FRACGP
Rotating visiting Registrars

Practice Support Nursing Staff

Casey Germyn - RN
Kerri-Anne Bollinger – RN
Madison Foster-RN
Jordan Foster-RN

Allied Health Professionals

(In Association with Port Stephens Integral Health)

Dale Hardes - Physiotherapist / Dominic Baker - Dietitian
Ronald Farrell – Psychologist
Jodie Poole - Psychologist
Brett Spierings- Podiatrist / Tim Blair- Podiatrist

Administration Support Staff

Practice Manager – Kirby Cashen
Business Manager – Catherine Burford

Services

At Central Health Alliance, your health is as important to us as it is to you.

We understand the needs of our community and have identified means to provide improved care for the benefit of all.

We strive to exceed all of your family's health care needs. We take the time during consultation so you feel assured with the treatment options and management strategies we formulate together.

Our highly qualified and friendly team pride themselves in offering a broad range of services including, Family medicine, Chronic Disease Medicine, Men's health, Women's' Health, Flu vaccinations, Childhood

Immunisation, Asthma management, Mental Health Service, Psychologist services, Aviation Medicine, Travel Medicine, Skin Cancer check and minor operations as well as Occupational Health & Pre Employment Medicals and Physiotherapy.

Booking Your Appointment

To book an appointment please contact the practice during business hours. If you have a complex issue or need extra time with your doctor please be sure to indicate this to the reception staff when making your appointment. If you plan on multiple members of the same family to be seen, please make an appointment for each member to allow for sufficient time management.

Home Visits

Our doctors will do home visits for those patients who are physically not able to come to the surgery on request and where appropriate. Our doctors will visit patients at the local nursing homes and at home. If a home visit is required arrangements need to be made with the Practice Manager giving as much notice as possible and will be at the discretion of the Doctor

Walk-in/ On the Day appointments

It is important to CHA that every patient is seen when they need medical attention. Appointments are available on the day, for emergencies and unexpected illnesses.

Communicating With Your Practitioner

You are able to talk to your Doctor should you need, however if the Doctor is busy then a message can be left with the receptionist who will then pass the message onto the Doctor.

If the message is URGENT, please advise the receptionist. Our practice does not communicate with its patients by email.

Billing Policy

Central Health Alliance is a mixed billing practice. All children 15 and under are automatically eligible to be bulk billed. The Doctor will use their discretion for all other patients. If you are experiencing financial difficulty please discuss with your doctor. Payment can be made by cash or EFTPOS.

SMS Appointment Reminders

Central Health Alliance offer an appointment reminder system through mobile SMS. If you wish to register for this service please see the reception staff.

Your personal Health Records

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We abide by the Privacy Act. For More information please contact the Practice Manager.

****Patients over the age of 16 must book their own appointments. No information is able to be released to parents unless a signed release agreement is signed by the patient. ****

Follow Up Of Test Results

Due to the Privacy Act and for medico-legal reasons, it is the policy of Central Health Alliance that results are not given over the phone. Please make an appointment to follow-up with your Doctor after your test results have been completed.

Complaints and Feedback

We encourage patients to raise any issues about their experience at CHA either directly with the Doctor or with the Practice Manager. If your complaint remains unresolved please contact Health Care Complaints Commission on [1800 043 159](tel:1800043159)

The Practice has a patient feedback form available upon request, we appreciate your feedback and will address any issues raised in a timely manner.