



RIVERINA FAMILY MEDICINE

139 Peter Street WAGGA WAGGA NSW 2650  
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Dr Jodi Culbert 401923AW	Dr Carl Henman 422948CF	Dr Lee Jeffery 220876AH	Dr Alison Gilmour 424443AB	Dr Pat Renshaw 0109108T	Dr Peter Knight 0112549X	Dr Genevieve Thompson 407017CJ
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Welcome to our new practice. Established in 2018, RFM is offering a holistic medical service looking after our patients from “cradle to grave” and providing comprehensive and compassionate care for all. Our doctors are all General Practitioners and deal with the full range of patient health needs. Simple or complex, acute or chronic, male or female, young... or a little older than that, if you have a medical problem, Riverina Family Medicine will be your first step to getting it sorted out.

#### Our Doctors have some special interests:

- **Dr Carl Henman** - Full Obstetric Services (including antenatal and post-natal care), Advanced Ultrasound including Fetal Medicine Services and Paediatrics
- **Dr Jodi Culbert**- Musculoskeletal and Sports Medicine, Mental Health and Paediatrics
- **Dr Lee Jeffery** – Women’s Health, Mental Health and Paediatrics
- **Dr Genevieve Thompson** – Women’s Health, Paediatrics, Mental Health
- **Dr Alison Gilmour** - Women’s Health, Paediatrics and Mental Health
- **Dr Sally Johnson** – Obstetric Care and Women’s Health
- **Dr Millie Holbeck** - Men’s and Women’s Health, Paediatrics
- **Dr Priya Gurumahan** –Our GPT3 Registrar – All general health

#### Consulting Hours

Our practice is open from 8.30am – 5.00pm Monday – Friday and Saturday 8.30am – 12pm

**Appointment Availability:** We encourage our patients to try and see their regular doctor to promote continuity of care. We understand that this can be difficult, and we will do our best to facilitate this.

**Please discuss with our staff if you are unsure which appointment type that you should book.**

**Brief Appointments:** For basic prescription renewals only.

**Standard Appointments:** Generally booked as a 15 minute appointment for standard, general healthcare needs

**Long appointment:** Generally booked as a 30 minute appointment for a complex, or multiple issues.

**Video/Telephone Consultations:** Video and telephone consultations are an option for some clinical conditions. Please discuss this with our staff when booking.

**Acute problems:** ***In an emergency, please call 000.*** We also keep appointments available for bookings on the day for acute problems. Please telephone our staff and we will endeavour to give you an appointment for the same day.

**Walk In Appointments:** RFM do not offer a Walk In Service. Please book an appointment for the same day as above (Acute problems) or a Routine Visit. You may book through our reception staff or via our online bookings.

**Home Visits:** May be arranged for our palliative or elderly patients on a case by case basis. Please speak with our reception staff who will discuss with your doctor.

You may also book online if you are a current patient of the practice through our website [riverinafamilymedicine.com.au](http://riverinafamilymedicine.com.au) which links to Hotdoc’s booking site.

**After Hours Consultations:** ***In the event of an emergency, please call 000***

RFM is affiliated with the Wagga Wagga GP After Hours Service which operates daily from 7pm and all weekend from 1pm Saturday. The service is also provided on all public holidays. Please telephone 0269 310 900. For all other urgent care, please contact wagga Wagga Base Hospital on 5943 1000.

#### SMS Appointment Reminders

We operate an SMS reminder system for patients through HotDocs. To receive these, you will need to provide written consent through the new patient information form. You can confirm your appointment, or cancel it if necessary, through this system. If you change your mind and no longer wish to receive these, please let our staff know and they will change the option for you.

#### Practice Fees.

We are a private billing practice, and as such, our services do incur a fee. We are able to process your claim on your behalf to Medicare to enable your Medicare benefit refund. Please ask our staff for costs relating to our services. Fees are payable at the time of consultation.

The exception to this is for Childhood immunisations and routine INR's, which are all bulk billed.

### **Reminders and Recalls**

From time to time, we will ring you or write to you regarding results of tests. We will use the preferred method of contact that you indicated on your new patient information sheet. Please assist us by keeping your contact details up to date.

As you can imagine, it is not possible for us to ring every patient who has had tests done. Please telephone us approximately 3 – 4 working days after your tests were done to obtain the result. Urgent test results are usually available within 24-48 hours. If a test is returned requiring urgent attention, we will contact you, but please, always check with us if you have not heard from us, to ensure that nothing is overlooked.

We may also send you a message through HotDoc to suggest an appointment for routine reminders such as pap tests, or diabetic reviews etc. Please follow the link and read the message.

### **Contact us**

Due to NSW privacy regulations, we are unable to email confidential health data. Whilst we do use email, it is not monitored continuously and so is not a reliable method of contact. Please telephone us on 0269 362 088 or fax 0269 362 050.

Doctor's endeavour to return phone calls and messages in a timely manner, however due to the nature of our work, and dealing with emergencies etc., this can often be difficult and occur after hours. We appreciate your patience in this matter.

### **Smoking**

We are a non smoking facility. Smoking is strictly prohibited within our practice.

### **Privacy**

We take the privacy of your health records very seriously. We will not release or disclose these records to a third party without your consent. Please see the consent form on our new patient information sheet, or on our website, for full details.

### **Feedback and Complaints**

Do you have a suggestion for us that we could perhaps use to improve our service, or wish to discuss an issue. Please either let our reception staff know, or ask to speak with our practice manager. You may also write or email us. If you prefer, you may remain anonymous, however we do prefer to be able to give feedback, especially if you have a complaint. Please be assured that this will be kept confidential. You may also contact the NSW Health Care Complaints Commission, Locked Mail Bag 18, Strawberry Hills 2012 or telephone 1800 043 159.

Last updated 8/6/2022