



## **PATIENT INFORMATION**

**56 Beach Road  
BATEMANS BAY NSW 2536  
P: 02 44 724715  
F: 02 44729579  
W: [bayviewcottage.com.au](http://bayviewcottage.com.au)**

**Surgery Hours: Monday-Friday 9am-5pm  
Closed weekends and public holidays**

## **WELCOME TO BAYVIEW MEDICAL COTTAGE**

All GPs and staff at the practice are committed to providing you with the best possible health care and professional advice through ongoing education and maintenance of their professional skills.

### **DOCTORS WORKING FROM BAYVIEW MEDICAL COTTAGE:**

**Dr Douglas Gock** graduated with a Bachelor of Medicine and Bachelor of Surgery from the University of Sydney in 1984. After working in the Repatriation General Hospital Concord, Auburn Hospital and the Prince of Wales Hospital, he commenced full time General Medical Practice.

He has been serving the community of Batemans Bay since joining the practice in 1991. In 1999 he was awarded a Fellowship of the Australian College of Rural and Remote Medicine.

Dr Gock practises holistic medicine aiming for healing and the maintenance of the individual. Complementing conventional medicine, Dr Gock offers medical acupuncture and musculoskeletal therapies in his therapeutic approach.

**Dr Angela Bennett** graduated from Newcastle University in 1991. Her early working years were in Canberra, mainly in Emergency Medicine and Paediatrics, starting General Practice training in 2002 and rural training in Bega in 2003. In 2007 she moved back to Newcastle, working in a small family practice in East Maitland for nine years, where she found the value of continuity of care and caring for people and their families over the long term to be very rewarding. Dr Bennett finds the variety of General Practice interesting and when the opportunity arose in 2016 she was very happy to re-locate to the paradise of the Eurobodalla area. When Dr Bennett is not working, you will find her walking the dogs, queueing at the markets, gardening or in the kitchen trying or inventing new recipes.

**Dr Yves Brandenburger** graduated in 2008 from the Australian National University in Canberra MBBS, FACCRM, Advanced Diploma Emergency Medicine, PhD Science (Biochemistry)

His interests in medicine are broad and varied, including acute care, family and rural medicine, teaching and research. He has worked in different departments as an Emergency and Rural Generalist trainee; his work experience spans Emergency Medicine, General Practice, Intensive Care (including Neonatal), Anaesthetics, Retrieval and Military Medicine.

Dr Brandenburger is fluent in French and understands German. He loves the outdoors, whether on the beach, in nature or on the snowfields. He likes spending time with his family and dog.

## **STAFF**

We have a dedicated administration and nursing team at Bayview Medical Cottage.

Our Practice Nurse Kelly is always happy to assist with any health care concerns.

Our Nurse Kaye is available for 75 + Health Assessments on Wednesdays.

Our Receptionists are Maria, Stephanie, Sally, Belinda and Sarah.

Our Practice Manager Val is able to help with any concerns or questions.

## **PRACTICE SERVICES**

- Family Medicine, including Women's, Men's and Children's health
- Asthma and Diabetes Care, Care Plans
- Referral for Specialist Treatment
- Travel Medicine and Vaccines
- Pre-Employment/Insurance/Workcover
- Immunisations
- Quit Smoking, Weight Management
- Treatment of Minor Lesions
- Acupuncture
- Skin Checks
- Driving Medicals and Health Assessments

## **APPOINTMENTS**

**to book please call 44724715, visit our website or use HotDoc**

A standard appointment is 15 minutes and usually covers a single issue.

A long appointment is 20-25 minutes and a prolonged appointment is 30-40 minutes

If you need to book a longer visit, eg for multiple or complex issues, please call to notify reception.

We do offer "On-the-day" appointments but these are for **EMERGENCIES ONLY**

Telehealth is available under certain circumstances, please call reception to discuss eligibility – these appointments cannot be made online. Please note these are not recorded.

If you or a family member require an interpreter service we can organise this for you. SMS appointment reminders will be sent to mobile numbers through HotDoc.

## **WALK IN APPOINTMENTS**

Emergencies do occur and are always given priority. The Practice Receptionist and Nurse will assess patients who walk in feeling unwell. Please notify staff if you have an urgent problem.

Every effort is made not to keep you waiting, however some issues do end up taking more time than expected and emergencies can disrupt the schedule. You can ring the practice prior to your appointment time to check if your doctor or nurse is running late.

## **CANCELLATIONS**

Please inform us as early as possible if you are unable to attend an appointment so that someone else can be seen. If you fail to cancel your appointment with at least 2 hours notice, you will be charged a \$50 non-attendance fee. There is no rebate for this fee.

## **FEES AND BILLING**

Our fees are structured to reflect the time spent with the doctor as well as the number and complexity of matters discussed.

Bayview Medical Cottage is a mixed-billing practice and does not routinely bulk bill, payment is required at the time of consultation. The current schedule of fees is displayed at reception. If you are having difficulty with payment please speak to your doctor. Payments may be made by cash, debit or credit card (except Amex) and the Medicare rebate is available at time of payment.

## **PATIENT TEST RESULTS**

All incoming pathology, scans and specialist letters are reviewed by the doctors.

Please make an appointment in advance if you would like to discuss your results.

Otherwise, you will be contacted to make a follow-up appointment if the GP wishes to see you for abnormal or urgent results.

Please inform staff of any changes to your contact details promptly.

## **REPEAT PRESCRIPTIONS AND REFERRALS**

In the best interests of your health and to allow review of your conditions, please schedule an appointment in anticipation of renewing your prescriptions or referrals. In exceptional cases a doctor may be able to provide a prescription without an appointment but this depends on availability and legislation, and a non-rebateable fee will apply.

The doctors reserve the right to not provide prescriptions for drugs of dependence.

## **RECALLS AND REMINDER SYSTEM**

As part of our commitment to preventative care, the practice has a recall and reminder system through HotDoc in place for various health conditions. If you do not wish to be part of this system, please let your doctor or nurse know.

## **AFTER HOURS AND EMERGENCY**

### **In an emergency dial 000**

On call cover is provided 24/7 at Batemans Bay Hospital 4475 1500 and 6am-12am at Batemans Bay Medicare Urgent Care Clinic 4420 5100

HealthDirect line 1800 022 222 has health advice available 24/7

Our after hours recorded message will also give these details.

## **HOME VISITS**

Our Practice makes limited home visits to regular patients (within a 15km radius).

Home visits are at the discretion of the treating GP. Visits are also made to aged or residential care facilities within and outside normal working hours.

## **DISABLED ACCESS**

There is access suitable for wheelchairs through the main entrance of the surgery. There is also designated disabled parking at the rear of the practice. Please discuss any special needs with our staff.

## **CONTACTING YOUR DOCTOR**

The doctors prefer not to receive phone calls while consulting with patients. If you need to contact the doctor about an issue concerning your health, please leave a message with reception and the doctor will be informed and return your call as soon as possible.

## **MANAGEMENT OF YOUR PERSONAL INFORMATION**

All health record information is strictly confidential and is stored securely in our practice medical software. You can request to see our Privacy Policy at reception, or view it on our website.

Your records can be transferred to another practice once written consent and instructions are received, a fee may apply.

## **DISCLOSURE OF INFORMATION**

To provide you with a comprehensive service, we may disclose your relevant information to other health professionals involved in your care, eg pathology provider, hospital, treating specialists, pharmacies, allied health providers.

## **NO SMOKING POLICY**

Smoking is not permitted in the building or within the boundary of the property of Bayview Medical Cottage.

## **PATIENT SURVEYS AND FEEDBACK**

To ensure that our standard of service remains at a high level, from time to time we invite patients to complete a questionnaire. These surveys are anonymous and completely confidential. We invite you to tell us your views of the practice and how it could be improved.

We take your feedback seriously. If you are happy with the care you receive, please tell us. If at any time you experience problems, please let your doctor know, use the suggestion box or write to the Practice Manager with your concerns. Should you feel the need to take a matter further, feel free to contact:

Health Care Complaints Commission

Locked Bag 18

Strawberry Hills NSW 2012

P: 1800 043 159

***Please remember we are here to help you and we aim to work with you.  
We place a high value on the Patient/Doctor relationship.***