

CHC Medical General Practice Level One, 343-345 Pacific Highway, Coffs Harbour, NSW 2450 Practice Hours Monday to Friday: 8:00am-6pm Saturday & Sunday: by appointment only	Patient feedback Please feel free to talk to your doctor, receptionist or other staff members if you are unhappy or have any suggestions to improve our service. Alternatively, you may prefer to contact the Practice Manager directly. If so, please request a patient service request form from the reception staff. Phone: (02) 6652 2448 Fax: (02) 6652 2449 Email: reception@chcmedical.com.au
Practice Manager Tara Welsh	After hours and emergency For all after-hour emergencies, please dial 000 and ask for an ambulance. An after-hours doctor is available by calling the practice number (02) 66522448.
Practice Doctors Dr Katherine Heffernan Dr Olga Zbarskaya Dr Evgenia Biryukova Dr Ryan Partridge Dr Adam Ebringer Dr Thomas McNamara Dr Nagina Oeding-Erdel Dr Alan Richardson Dr Samuel Chadderton Dr Ashish Sinha	Home Visits Home visits may be available for regular patients attending the surgery. Please speak to your doctor to discuss these services. Billing CHC Medical is a private billing practice. Bulk billing applies to patients 16 years and under and those who hold a commonwealth concession or pension card.
Practice Nurses Laura Graham (Registered Nurse) Tammy Smith (Registered Nurse) Kelly Smith (Registered Nurse) Practice Staff Tara Rebekah Jennifer Belinda Rosalind Corinne Catherine Olivia Alison. Megan	If patients require communication services Please let the receptionist know when making an appointment (eg, AUSLAN or Interpreter Service) Communication & telephone policy All communication from the doctors must be discussed in an arranged clinical appointment, unless at the discretion of the doctor. If you wish to speak to a doctor, please make an appointment. Staff will take your details and only interrupt a consultation if the problem is urgent
Practice Services Healthcare assessment, care planning, management of chronic conditions, family medicine, ECG heart checks, counselling, women's health, children's health, men's health, sports medicine, vaccination and immunization programs, travel health, weight management, medical certificates, occupational health, skin checks and procedures. Appointments Please speak to one of our friendly receptionists to make an appointment either in person, via phone (02) 66522448, or book an appointment online at chcmedical.com.au Note that emergencies will always be given priority.	Test results If you have been sent for a test, please note that the practice will contact you if a follow up is required. If you wish to discuss the results of a test, please make an appointment. Reminder system Our practice uses a text message reminder system for upcoming appointments. Please advise the reception staff if you do not wish to receive these reminders.
Longer consultations Longer consultation times are available, please advise the receptionist if you require extra time. Walk-in appointments Walk-ins will be allocated the first available consultation, which may require some waiting. Please discuss this with the reception staff.	Management of patient health information Our practice is committed to maintaining the confidentiality of all medical information and records in accordance with best practice guidelines. Should you require your records to be transferred to another health practitioner, our practice policy requires a request in writing or via email. CHC Medical will forward a health summary at no charge, should you require your full records this will incur a fee of \$50.00.

Patient Rights

Patients have the right, and are encouraged, to participate in decisions about their healthcare.

Engaging with other services & referrals

Our practice regularly engages with local health services such as pathology, specialists, allied health and hospitals. If required, your GP will provide sufficient information (referral letter) to plan and facilitate optimal patient care.