CHECKLIST

THE STAFF AT SOUTH SIDE MEDICAL PRACTICE ENDEAVOUR TO MAKE YOUR VISIT AS SIMPLE AND PUNCTUAL AS POSSIBLE. THIS INVOLVES MAKING SURE YOU ARE THOROUGH ABOUT LETTING US KNOW OF ANY CHANGES TO YOUR PERSONAL INFORMATION AND KEEPING APPOINTMENT TIMES.

IF YOU REQUIRE FURTHER INFORMATION ABOUT YOUR CONSULTATION OR YOU'RE RUNNING LATE FOR YOUR APPOINTMENT, PLEASE CONTACT THE PRACTICE IMMEDIATELY

1. Medicare Card

Even though we do not routinely bulk bill, we request that you present your Medicare card to the receptionist upon arrival. If any of the details have changed (address, phone number, etc) please inform the receptionist when you check in before you see the doctor.

2. Why are you waiting?

South Side Medical runs on an appointment system and every effort is made to ensure you see your doctor on time.

Patients in our practice are seen in the following order:

- Emergencies
- Patients with an appointment

Sometimes it is beyond our control if a doctor is running late, such as a medical emergency. We try to keep patients up-to-date with the length of time they may have to wait, but if you are unsure, just ask at reception.

3. Here are some simple ways you can help to make sure you see your doctor on time:

- Make an appointment.
- When making the appointment, let the receptionist know how long you think you will need to see your doctor. For example, if you have multiple issues to discuss, you may need a longer appointment or require more than one consultation.
- Make separate appointments for each family member even though you may all arrive together.
- Be on time or, even better, arrive five minutes early for your appointment.
- If you're on a time schedule, phone the practice half-an-hour beforehand to ask if your doctor is on time. Please bear in mind that situations may change from the time you call to the time you arrive.
- If you need to cancel your appointment, contact the surgery as soon as possible.

4. Have you changed your details?

If you have changed address or contact number, please let our reception staff know as soon as possible. It is vital we have your correct contact details on file.

This applies to Medicare details as well.