

Adelaide Aged Care GP

Phone: (08) 70943335

P.O. BOX 3107

NORWOOD SA 5067

After Hours

www.adelaideagedcare.com

PRACTICE INFORMATION SHEET

OPENING HOURS

Monday	8.00 am - 6.00 pm
Tuesday	8.00 am - 8.00 pm
Wednesday	8.00 am - 6.00 pm
Thursday	8.00 am - 8.00 pm
Friday	8.00 am - 6.00 pm
Saturday	8.30 am - 12.30pm

DOCTORS

Dr Jim Bakopanos

Dr Umberto Russo

AGED CARE FACILITY ATTENDANCES (ACF)

The GPs regularly attend each of our serviced ACFs at least weekly usually on a set day. We spend the time to see all our patients who have requested an attendance on the day and any patients which may require a review, explanation of blood tests or other consultation reasons. If an attendance is requested please contact the ACF staff who will inform us of your request.

If the matter is semi-urgent or urgent, the ACF staff will contact us immediately for discussion on whether an attendance or phone/video consultation outside of our regular scheduled visits is required.

During our scheduled visits, patients will be attended to sometime during the visit and there is no need to inform us of consultation length requirements-the GPs will take as long as needed. If patients require a specific time during our scheduled visit (such as NOK being present) then inform the ACF and we can accommodate.

LONG CONSULTATIONS

Some complex medical issues may take longer or require additional time with our GPs. As we do not have appointments while on site, we ensure each patient has the necessary time allocated as we do our round to each patient.

SERVICES OFFERED BY THE PRACTICE

- ✓ Aged Care comprehensive medical care
- ✓ Dementia reviews
- ✓ Frailty and falls risk assessments
- ✓ Health Assessments
- ✓ Vaccinations
- ✓ Skin checks
- ✓ ECG's & Respiratory function tests (Spirometry)
- ✓ Chronic diseases Management such as asthma, diabetes and heart disease
- ✓ Counselling and mental health

FEES

Our GPs choose to accept the Medicare rebate as full- payment for their services.

ACCIDENTS AND EMERGENCIES

If there is a life-threatening emergency – even if you are not certain – notify ACF staff with your call button ASAP. ACF staff will decide on the next best course of action which may be to call an ambulance or call one of our GPs directly.

AFTER HOURS

Medical care is available on a 24-hour basis covered by our GPs. Please contact ACF staff who will contact the GP directly.

REPEAT PRESCRIPTION

ACFs have a preferred pharmacist who provides medications to the ACF for each patient which are then administered by the ACF nurses. The GPs arrange for all prescriptions directly with the ACF's pharmacist.

TEST RESULTS

Where blood tests or other investigations have been ordered, The GP will attend to discuss these results with you.

TELEPHONE CALLS

ACF staff are able to contact our GPs at any time to discuss any issues you may have which cannot be addressed by the ACF.

SPECIALIST REFERRALS

Your GP is highly trained to deal with most medical problems, but may need occasionally to refer you to a specialist. Following your visit to a Specialist your GP will receive correspondence from the Specialist which will be discussed with you.

VACCINATIONS

Vaccinations are coordinated by the GP for administration either by ACF nurses or a pharmacist approved for vaccination administration. We will always seek consent before vaccine administration.

INTERPRETING SERVICE

For those speaking a language other than English, a telephone interpreting service is available free of charge. If you (or a family member or friend) require this service, the GP will arrange it.

ELECTRONIC COMMUNICATION

Electronic communication is available through the email address aacgp@outlook.com A response to the email message will be given in a timely manner. Our written policy on receiving and returning electronic communication is provided in our Communication Policy which can be obtained from our website.. Please note that patient health information cannot be transmitted via email. It will be faxed or posted, or provided to you during our GP's next ACF scheduled visit.

YOUR PRIVACY

Adelaide Aged Care GP respects your privacy. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to the GPs. Our Privacy Policy can be obtained from our website.

SUGGESTIONS AND COMPLAINTS

Your feedback is important to our Practice. We welcome your suggestions on how we can improve. We take your concerns, suggestions and complaints seriously. Please feel free to talk to your Doctor, or send an e-mail to XXXXXX. If your complaint was unresolved, please contact the following:

Health and Community Services Complaints Commissioner
(HCSCC) South Australia
Telephone: 1800 232 007
Web: www.hcsc.sa.gov.au

ADELAIDE AGED CARE GP DOCTORS:

Dr Jim Bakopanos

Dr Jim is a local GP who has worked in the aged care sector for more than 30 years. He graduated from Adelaide University. He enjoys the variety and challenges of aged care general practice.

Dr Umberto Russo

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