

REMINDER / RECALL SYSTEMS

The practice has systems in place to remind Patients that have been identified for immunisations, pap smears, Health Plans, Asthma Reviews and diabetic checks. Our patient health data is collaborated with the NSW Pap Register and the Australian Childhood Immunisation Register. The participation in such schemes reinforces our patient **reminder system**.

The practice has a **recall system** for significant abnormal test results. Patients will be advised accordingly, either by phone, letter or a text messages.

COMPLAINTS

This practice is committed to providing comprehensive best quality care to all individuals and families in this community.

If you are unhappy about any aspect of your care **please** tell the staff or ring the doctor. If you have any positive comments or suggestions there is a **suggestion box** in the waiting room. Although we would hope we are sufficiently approachable to handle any complaint, the address of the NSW Government Complaints Commission is

Health Care Complaints Commission

Locked Mail Bag 18
Strawberry Hills NSW 2012
Phone (02) 9219 7444
Toll Free 1800 043 159
www.hccc.nsw.gov.au

Crescent Head Medical Centre

23 - Pacific St
Crescent Head, NSW 2440
Telephone (02) 65661712
Facsimile (02) 65661709

info@chmedical.com.au
www.chmedical.com.au

Practice Hours

Monday – Friday
09:00 am – 05:00 pm

Nurse Availability

Monday – Friday
09:00 am – 03:00 pm

We are closed on Weekends
and Public Holidays

Crescent Head Medical Centre



Working Together Towards a Healthier Community

Patient Information Leaflet

This leaflet provides information for Patients regarding services provided by

Crescent Head Medical Centre

The Centre's aim is to offer first quality medical care and to promote good health