

## Doctors

Dr Fiona Altmann MB BS, DA(UK), FRACGP, FACRRM

Dr Martin Altmann MB BS(ADEL), MRCGP(UK), DRANZCOG, FACRRM

Dr Madeleine Brenner MBBS, FRACGP, DRANZCOG

Dr Dianne Carr BM BS; FRACGP BSc (Biomedical Science); DRANZCOG

Dr Sophia Gao MBBS, Clin Dip Pall Med.

Dr Elizabeth Gebler-Hughes MBBS, DRANZCOG, GP Registrar

Dr Jonathan Heng MBBS, JCCA, FRACGP

Dr Mark Herrmann MD, FACRRM, DRANZCOG (Advanced), DCH

Dr Ali Ismaeel MBBS, Diploma in Child Health, Emerg Med Cert (ACEM),

Dr James Martin MBBS, FRACGP

Dr Elyse Marx BClinSc, MD, FRACGP, GradCertHlthRemExtEnv

Dr Joe Scalzi BM BS FRACGP G.Dip RGP(Anaes)

Dr Joe Smit MBBS, JCCA Cert Anaes, B.Sc

Dr Katie Thornton MD, FRACGP, B.Sc

Dr Megan Wild FRACGP, DRANZCOG Adv, MBBS

Dr Nish Athurkoale Registrar

Dr Tom Cutting Registrar

Dr Austin Hollamby Registrar

Dr Sireesha Kodamanchili Registrar

Dr Richie Madden Registrar

Dr Madeleine Plevey Registrar

Dr Samantha Shih Registrar

Dr Millie Williams Registrar

Dr Cian Anderson Registrar

Dr Rippan Shukla Registrar

Dr Hao Guo TMO

Dr Isabella Nugent TMO

Dr Caitlin Skinner TMO

Dr Bradley MacCulloch TMO

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## Welcome to Bridge Clinic

The doctors within this group practice have a broad range of experience and expertise and provide a full range of medical services and care.

You are encouraged to choose your own family doctor. All doctors consult by appointment and most undertake inpatient care at Murray Bridge Soldiers Memorial Hospital.

**Appointments:** Are available with a wide range of doctors. Appointments are up to 15 minutes long. If you think a longer appointment is required, please discuss this with the receptionist when you make your appointment. Medicals, removal of lesions, chronic disease and mental health care plan preparation are examples of when a longer appointment is required. See Bridge Clinic website for a comprehensive list of services available.

Please notify us immediately if you are unable to keep your appointment.

**We require four hours' notice for cancellation of appointment or a non-attendance fee may apply.**

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**Communication:** Patients are encouraged to make an appointment to speak with a Doctor or come in to see the daily emergency doctor, however in certain circumstances patients may leave a phone message or email [bcinfo@bridgeclinic.com.au](mailto:bcinfo@bridgeclinic.com.au)

A practice staff member may call to advise you the doctor would like to see you via an appointment. If your call is urgent it will be put through to a nurse and will be triaged accordingly.

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**Emergency Doctor:** Emergency doctors are always available for urgent problems without prior appointment. Emergencies (including ambulance cases) will be given priority, otherwise patients will be seen in order of presentation.

**After Hours:** Emergency treatment or advice can be obtained by phoning the hospital on **8535 6777** or attending the hospital. Bridge Clinic GPs provide emergency care at the Murray Bridge Soldiers Memorial Hospital.

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**Home Visits:** Are available to regular patients only and at the discretion of their treating doctor.

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**Obstetrics:** Doctors M.Altmann, Carr, Herrmann, Gebler-Hughes, Brenner & Wild practice obstetric care, providing antenatal care at the clinic and delivering babies at the hospital.

**Test Results:** Patients are encouraged to make a follow up appointment with their doctor for test results. Your GP will inform you on how you will receive your test results.

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**Repeat Prescriptions:** Best practice is to make an appointment to discuss your medication before being issued with a repeat prescription. Only in special circumstances will our doctors issue a prescription without a consultation. A fee will be charged on collection of script.

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## Accounts

We bulk bill all eligible services.

There are some procedures not covered under this initiative which may still attract a private fee. Payments for these can be made via cash, EFTPOS, direct debit, cheque, credit card or Centrepay.

Medicare claims are transferred electronically and the rebate deposited directly into the bank account of your choice within 3 days.

A facility fee (not claimable from Medicare) is charged for complex dressings and procedures.

## Direct Debit details:

BSB: 105 900

A/c No: 182 681 840

Name of A/c: Bridge Clinic

Please quote reference number shown on invoice.

Please send notification of payment to: [accountsbc@bridgeclinic.com.au](mailto:accountsbc@bridgeclinic.com.au)

## Centrepay:

If you receive a pension of payment from Centrelink you can compete a centrepay that allows direct fortnightly payment to Bridge Clinic to pay an outstanding accounts. Minimum fortnightly payment is \$20.00

## Interpreter

Phone service is available on request. Please notify staff if you need an interpreter.

**Visiting Specialists:** We have a comprehensive range of specialists who attend Bridge Clinic on a regular basis and operate at Murray Bridge Hospital. Referral from your own doctor is required. Please see our staff or our website for a full list.

Referrals are routinely sent by secure message service or fax prior to your appointment.

Bridge Clinic is not responsible for the fee setting of our visiting specialists. If you have any queries regarding your specialist account, please contact the specialist concerned.

**Medical History:** Please book an appointment to see your GP to complete forms requiring your patient information or medical history.

**Transfer of Medical Notes:** A minimum charge of \$40 applies to transfer full medical notes

## Personal Health Information

All Medical records and communications concerning patients are stored electronically and are available to your treating doctor at our surgery at all times. Your medical information is password protected. Access to our computer is not available from organisations outside the surgery. Patient information is not provided to an outside body (eg for reports or insurance purposes) without prior written consent by the patient.

Patients may access the content of their medical record by arrangement with the practice.

A copy of our full privacy policy is available to you upon request.

**Practice Code Of Ethics:** This Practice abides by the Australian Medical Association's code of ethics. A copy of the code may be obtained by contacting the above Association on 8267 4355.

**Feedback:** If you have any feedback about the service you have received at the Clinic we would like to hear about it. The following options are open to you:

First discuss the issue with your own doctor.

Seek to discuss the problem with the General Manager, Sally Jarrett.

If you feel that your concern has not been addressed please contact: Health and Community Services Complaints Commissioner  
Phone: **08 8226 8666**

[www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)

Bridge Clinic has a duty to provide a safe and secure environment for patients, staff and visitors. Violent or abusive behavior will not be tolerated and decisive action will be taken to protect staff, patients and visitors



**Bridge Clinic is a GPA Accredited Practice**

# PATIENT INFORMATION



8 Standen Street  
Murray Bridge SA 5253  
Phone: **(08) 8539 3232**

**Southside**  
8 Homburg Drive  
Murray Bridge SA 5253  
Phone: **(08) 85 315700**

PO Box 471  
Murray Bridge SA 5253

[www.bridgeclinic.com.au](http://www.bridgeclinic.com.au)

## Opening Times

### Bridge Clinic

Monday-Thursday 8.30am - 7.00pm  
Friday 8.30am - 6.00pm  
Saturday 9.00am - 12.00pm

**Southside** Monday-Friday 8.30am - 5.00pm

### SA Pathology

- 8 Standen Street
- Homburg Drive, 8.30-12.30pm

**After Hours Emergency** 08 8535 6777  
**Hospital** 08 8535 6777  
**Ambulance** **URGENT 000**  
**Ambulance Transport Bookings** 13 2962