

## Doctors

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Dr Fiona Altmann MB BS, DA(UK), FRACGP, FACRRM  
Dr Martin Altmann MB BS(ADEL), MRCPG(UK), DRANZCOG, FACRRM  
Dr Dianne Carr BM BS; FRACGP BSc (Biomedical Science); DRANZCOG  
Dr Elizabeth Gebler-Hughes MBBS, DRANZCOG, GP Registrar  
Dr Roger Martin MB BS  
Dr Peter Rischbieth MB BS, D.OBST.RACOG, D.ANAES (LONDON)  
Dr Joe Scalzi BM BS FRACGP G.Dip RGP(Anaes)  
Dr Peter Seals MB.,B.Ch (WITS) M.F.G.P (South Africa), FRACGP  
Dr Suzann Seals MB.,B.Ch (WITS) DCH (South Africa), FRACGP  
Dr Jose Valerio MD (DomRep) Obstets  
Dr Ali Ismaeel MBBS, Diploma in Child Health, Emerg Med Cert (ACEM),  
Dr Jonathan Heng MBBS, JCCA, FRACGP  
Dr Joe Smit MBBS, JCCA Cert Anaes, B.Sc  
Dr Sophia Gao MBBS, Clin Dip Pall Med.  
Dr Katie Thornton MD, FRACGP, B.Sc  
Dr Mark Herrmann MD, FACRRM, DRANZCOG (Advanced), DCH  
Dr Elyse Marx BCLinSc, MD, FRACGP, GradCertHlthRemExtEnv  
Dr James Martin Registrar  
Dr Madeleine Brenner Registrar  
Dr Rahul Malhotra Registrar  
Dr Kirsty Sneddon Registrar

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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.

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**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 or a fee may apply.

## Communication

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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 and where appropriate the doctor will return the call/email within 24hs.

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 Hospital.

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

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

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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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## 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.

## Accounts

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### FEES - *In Clinic Consultations:*

**Bulk billed services available for pensioners, concession card holders and children under 16 for consultation in clinic hours.**

Other fees charged for professional services are available in our Accounts Information brochure.

Accounts are to be paid in full on the day of your appointment. A discount will be applied for full payment on the day.

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

We accept payment by cash, EFTPOS, direct debit (direct debit details are provided below), personal cheque or credit card.

A facility fee (not claimable from Medicare) is charged for complex dressings and procedures. All concession/DVA card holders please present cards at check-in.

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### FEES - *After Hours Consultations:*

**Any service after hours will incur a gap payment.**

Pensioners and concession card holders receive a reduced rate on after hours accounts. A discount on all after hours accounts will be applied if the gap is paid within the 14 day period.

Extra charges apply to any procedure performed during after hours visits.

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### Direct Debit details:

BSB: 105 900

A/c No: 182 681 840

Name of A/c: Bridge Clinic

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

Please quote reference number shown on invoice.

**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.

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### 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.

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### Interpreter

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

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**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.

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**Medical History:** Please book an appointment to see your GP to complete forms requiring your patient information or medical history. Examples of these are: Pension applications; Sickness Benefit application; Passport application; Document Witness application. Please note that not all of these items attract a Medicare rebate and payment may be required on the day.

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**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.

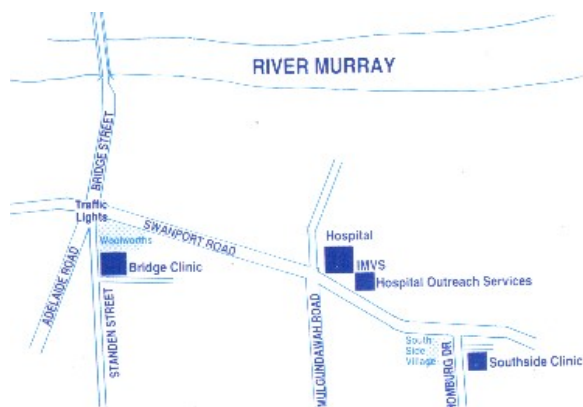
Seek to discuss the problem with the Manager, Sally Jarrett.

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)

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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**

Updated August 2023

## PATIENT INFORMATION



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

**Southside**  
8 Homburg Drive  
Murray Bridge SA 5253

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 9.15am - 4.00pm  
Respiratory Clinic—By appointment only

**After Hours Emergency** **08 8535 6777**

**Hospital** **08 8535 6777**

**Ambulance** **URGENT 000**

**Ambulance Transport Bookings** **13 2962**

**SA Pathology available at 8 Standen Street**