



Practice Information

Opening hours: Monday to Friday 8.30am – 5.30pm

Book online at www.hopeclinictuncurry.com.au or via HotDoc www.hotdoc.com.au

Hope Skin Cancer & GP Clinic opened in October 2022 by Dr Muneef Al-Jawabreh.

Muneef was born in Jordan and came to Australia in 2018. After initially working in Victoria and Sydney moved to the mid coast and settled in Tuncurry. His 'hope' to make the Great Lakes a cancer free community encouraged him to open his new practice.

Practitioners

Dr Muneef Al-Jawabreh – MD, FRACGP

Nursing Staff

Kristen - RN

Selena - EEN

Renaë – MPA

Administration Staff

Debbie Smith – Practice Manager

Sandra – Reception

Sharon - Reception

Renaë – MPA

Services

- Comprehensive high-tech skin cancer care using the most advanced technology.
- Skin cancer services offered include: full skin check, spot checks, total body mapping & photography, as well as skin cancer treatment such as topicals, curettage and electrodesiccation, simple excisions, skin grafts & skin flaps.
- General medical care
- Asthma & Diabetes care
- Antenatal care
- Immunisations and vaccinations
- Mental health care plans
- Health assessments and Care Plans
- Minor injuries
- Men's and Women's health
- Aged care
- Blood glucose monitoring
- Chronic illness
- ECGs
- Home medication reviews
- Travel advice

Appointments

Appointments are required for all consultations, skin cancer checks and procedures. To ensure we allocate the correct length of time please advise our reception staff the type of appointment you require.

To book an appointment please call the practice phone number or book online at www.hopeclinictuncurry.com.au.

Emergencies will be given priority on the day. Telephone consultations are available for regular patients of the practice.

Walk-in appointments are not routinely available unless in an emergency. Please notify us in advance if you are unable to attend your appointment.

Communication Policy

The practice discourages the use of email as it is not always manned or answered in a timely manner.

Doctors are unable to accept phone calls while consulting. If you need to speak to your doctor our staff will advise them of your call and it will be returned at their earliest convenience. The practice uses SMS to deliver appointment reminders and recall reminders.

Practice Billing & Fees

The practice is a mixed billing practice. Some services may be direct billed to Medicare while others attract a private fee. Fees are payable at time of consultation by cash or EFT. Fees and charges are variable depending on the type of consultation you have.

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| • Full Skin Check | \$125.00 (rebate \$41.20) |
| • Up to 3 spots check | Bulk Billed – all patients |
| • Full skin check with FotoFinder Total body imaging | \$200.00 (rebate \$41.20) |
| • GP appointment | \$80.00 (rebate \$41.20) |
| • GP long appointment | \$120.00 (rebate \$79.70) |

For all other fees please check with our staff.

Prescriptions and Referrals

An appointment is required for all new and repeat prescriptions and referrals. Please ensure you book an appointment in time before your script or referral expires.

Home Visits

Home visits are undertaken at the doctor's discretion and will be conducted after hours. Please call the practice if you require a home visit.

Please be advised a minimum fee of \$200.00 will be charged for a home visit.

After Hours

After hours are between 5.30 pm and 8.00am Monday to Friday and all weekend.

If you require medical attention outside of opening hours please call 83762495.

Please be advised a minimum fee of \$200.00 will be charged for a home visit. Higher fees will apply during the afterhours period.

Confidentiality & Privacy

We strive to maintain the highest level of confidentiality regarding your medical information. All personal and medical information collected, either hard or soft copy, is kept strictly confidential. Our staff only have access to information required to provide care to you. Patient information will not be released to third parties without the consent of the patient. Please ask our reception staff for a copy of our 'privacy policy'.

Recalls and Results

The practice will contact you for clinical recalls and routine reminders either by phone or SMS. Patients have the right to refuse to participate in recall and reminder systems.

Non- Medicare Card Holders

Patients without a current Medicare Card are able to see the doctor and will be charged a private non-rebatable fee.

Changes to Your Personal Information

Please advise our reception staff if any of your details such as address or phone number have changed.

Open Disclosure

Open disclosure is defined in the [Australian Open Disclosure Framework](#) as, 'an open discussion with a patient about one or more incidents that resulted in harm to the patient while they were receiving healthcare'. Hope Skin Cancer & GP Clinic actively promotes Open Disclosure. For more information go to [Safety & Quality](#).

Feedback

Your feedback is very important to us. Our primary aim is to provide high quality care to our patients and the community. We encourage you to speak to our staff or the Practice Manager should you wish to provide feedback. We will endeavour to resolve complaints as quickly as possible. Alternatively, you can contact the HCCC on 02 92197444 or email hccc@hccc.nsw.gov.au.

Developed: January 2023 – updated July 2023_Review date: quarterly and as required