



# HOPE SKIN CANCER & GP CLINIC

17 Manning Street, Tuncurry, 2428  
PH: (02) 65550116  
E: [reception@hopeclinictuncurry.com.au](mailto:reception@hopeclinictuncurry.com.au)

## ***Practice Information***

**Opening hours:** Monday to Friday 8.30am – 5.30pm

Book online at [www.hopeclinictuncurry.com.au](http://www.hopeclinictuncurry.com.au) or via HotDoc [www.hotdoc.com.au](http://www.hotdoc.com.au)

Hope Skin Cancer & GP Clinic was 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 he 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.

### **Independent Practitioners**

Dr Muneef Al-Jawabreh – MD, FRACGP

Dr Farzad Parvizian - MBBS

### **Nursing Staff**

Madelle - RN

Selena - EEN

Renaë – MPA

### **Administration Staff**

Debbie Smith – Practice Manager

Sandra – Reception

Kerry – Reception

Charli - Trainee

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
- Scalpel free vasectomies
- Photo Dynamic Therapy (PDT)

### **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](http://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**

Developed: January 2023 – updated July 2023\_November 2023\_February 2024\_July 2024-Review date: quarterly and as required

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

- Full Skin Check \$125.00 (rebate \$42.85)
- Full skin check with Foto Finder Total body imaging \$200.00 (rebate \$42.85)
- Up to 3 spots check Bulk Billed – all patients
- GP appointment \$80.00 (rebate \$42.85)
- GP long appointment \$120.00 (rebate \$82.90)

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 65550116.

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

Developed: January 2023 – updated July 2023\_November 2023\_February 2024\_July 2024-Review date: quarterly and as required

resolve complaints as quickly as possible. Alternatively, you can contact the HCCC on 02 92197444 or email [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au).