



**170 Crystal St BROKEN HILL NSW 2880**  
**PHONE: 8087 9383      FAX: 8087 1327**  
**Email: admin@thrivemed.com.au**

Thrive Medical and Imaging is a local health service providing general practice and imaging services. Occupational therapy, Physiotherapy, Psychology, Ultrasound, CT, X-ray and MRI to Broken Hill and it's surrounding region.

All staff at Thrive Medical strive to provide professional service with continuity of care being a major influence on our practices.

## **GENERAL PRACTICE**

### **Operating Hours:**

**Monday to Friday 8.30am-5pm**

**Saturday and Sunday and Public Holidays : CLOSED**

Thrive Medical currently employ locum visiting GP's on a regular basis.

Operations Manager: Mel Purcell

Reception Staff: Sharon Eyles , Emma Vaughan,

Tamara Harvey

Thrive medical provide the following services:

- General Practice
- Pre-employment medicals
- Immunisations
- Preventative Health Checks
- Men's Health
- Women's Health
- Chronic disease management
- GP Management Plans
- Mental Health Care Plans
- General Medical Assessments
- Commercial Driving Assessments
- RMS Driving Assessments

### **Fees and Billing arrangements:**

Thrive Medical is a mixed billing practice.

Concession card holders and children under 16 years of age are bulkbilled. EFTPOS and Hi-Caps facilities are also available for private patients.

Our fees are displayed at reception.

All fees are to be settled on the day of your consult.

## **ALLIED HEALTH SERVICES**

We currently offer Physiotherapy, Occupational Therapy and Psychology services.

Our Team:

Brady Beesley—Physiotherapist

Amber Grose—Physiotherapist

Heath Bryant—Physiotherapist

Alanna Byrne — Clinical Psychologist

Sheridan Wicks—Occupational Therapist

Alex Forner—Psychologist

Terence Sheppard—Psychologist

Ellen Niemiec—Speech Pathologist

We accept Private referrals, Medicare referrals and we are a NDIS registered provider for all the above services.

### **Appointments:**

Appointments are made by phoning our practice or walk in to our clinic at any time during opening hours. Our appointments generally are 15mins long for a GP appointment and 60 mins for an Allied Health appointment. If you require an appointment longer than this please inform the receptionist when booking the appointment. Every effort will be made to accommodate your preferred time.

If you wish to talk with your doctor or Allied Health professional please do not hesitate to contact us within our operating hours. If you're the person you wish to speak to is unavailable please leave a message with our reception team and they will contact you as soon as possible. If your call is urgent, please be sure to tell the receptionist taking the message.

### **Emergencies will always be give priority at our practice.**

If you or your family member requires an interpreter service please let us know when you make the appointment so we can organise this for you.



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Care Outside Normal Opening Hours Arrangements:

If you need medical attention outside our practice operating hours please contact the Broken Hill Base Hospital in Thomas Street or Phone: 8080 1333.

**If you require urgent medical attention (emergency), please call and ambulance on 000.**

Home and other visits:

There may be times when a doctor will need to visit you at home. This may happen any time, in or out of hours, Arrangements for this are to be made between you and your doctor. All our GP's offer home visits when required. Please discuss with reception and we can arrange a visit for you.

Receiving the results of any test procedure:

If you have had a test done, please be sure to contact the practice 3 to 5 days following the test to make an appointment for the results, or as advised by your doctor. You may receive a phone call from our reception team or a recall letter from us informing you to make an appointment regarding follow-up of test results.

Recall and Reminder System:

Our practice is committed to preventative and holistic care and follows best practice guidelines. We may issue you with a reminder notice from time to time offering you preventative services appropriate to your care. If you do not want to be a part of this reminder system please tell the receptionist or your doctor.

Management of your Personal Health Information and Your Rights:

Your medical record is a confidential document. All staff at Interhealth Family Practice respect the privacy and confidentiality of your personal information. It is the policy of the practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. We have a comprehensive policy on the management of Personal Health Information and a brochure 'Privacy and Your Rights'. Please ask reception for a copy of this brochure at any time. We abide by the National Privacy Principles available at <http://www.privacy.gov.au/health/index.html>

Complaints and Feedback:

We welcome any feedback that will help us to improve our service. We take your concerns, suggestions and complaints seriously. Please see our Practice Manager if you have any complaints, feedback or suggestions. You can also contact:

**Health Care Complaints Commission NSW**

**Locked Mail Bag 18  
STRAWBERRY HILLS NSW 2012**

**Phone: 02 9219 7444 or 1800 043 159**

**Fax: 02 9281 4585 Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)**

**Web: <http://www.hccc.nsw.gov.au>**

**\*\*Please ask us for a copy of our Complaints Policy.**