SERVICES
Some of our services include: Women’s Health, Antenatal shared care, Men’s Health, Children’s Health, Skin Checks, Aged Care, Immunisations and Baby Checks, Patient Education, Mental Health, Minor Surgery and Pathology.

AFTER HOURS
For general Medical Care Outside the above hours. Please phone Family Home Doctors on 1300 695 628

TELEPHONING DOCTOR DURING NORMAL SURGERY HOURS
All urgent calls are directed to doctor immediately; messages will be taken for your doctor to return all non-urgent calls. Please phone after 10am for all non-urgent enquiries.

TELEPHONE NUMBERS
Ambulance Emergencies 000
General Emergencies 13 25 00
Poison Information 13 11 26
After Hours Care 13 74 25

PUBLIC HOSPITAL
Modbury Hospital 8161 2000
Womens & Childrens Hospital 8161 7000
Lyell McEwin Hospital 8182 9000
Royal Adelaide Hospital 7074 0000

ADVERSE MEDICATION EVENTS LINE
When things go wrong with medicines call 1300 134 237

BILLING POLICY
Hampstead Health is a Bulk Billing Practice however, there are several services that do no attract a Medicare rebate. These services include but are not limited to: Pre-employment medical examinations and reports Commercial driving licence assessments. These services vary in cost and the consultations are generally longer in duration. Please contact the surgery for the individual cost of these services.

PATIENT FEEDBACK
Confidential and anonymous questionnaires for patients are supplied intermittently. If any patient of this practice is unhappy in area of care, we would appreciate being informed. Please express your concerns to your doctor or receptionist.

PRESCRIPTION RENEWALS
All patients are required to have an appointment to renew prescriptions.

CENTRE INFORMATION FOR PATIENTS
Monday – Friday 8.00am - 11pm Phone lines open 8am
Saturday 8.00am - 5pm Phone lines open 8am
Sunday 9.00am - 5pm Phone lines open 9am

Book an appointment anytime on-line via our website Fully Accredited Medical Centre and Allied Health Facility

www.hampsteadhealth.com.au

Level 1, 237 Hampstead Road, Lightsview SA 5085
T: 8162 9817  F: 8162 9827
reception@hampsteadhealth.com.au
APPOINTMENTS
All consultations and procedures are on an appointment basis. Reception staff must be notified of urgency. Appointments are made at 10-15 minute intervals. Longer consultation or procedure times are available if required. Please notify the receptionist when making your appointment. If more than one family member is to be seen by the doctor, please advise the receptionist at time of booking so an additional appointment can be booked. Emergency or longer consultations could delay your appointment. For continuity of care, patients are encouraged to make appointments with the usual GP whenever available.

PATIENT RECALL
Patients are offered enrolment in clinical systems for specific illnesses e.g. diabetes, asthma etc. all patients will be recalled to discuss any abnormal results. However, it is the responsibility of the patient to give correct and current contact details.

HOME VISITS
We ask patients to make every effort to attend the surgery for consultations, however we will visit our regular patients at home wherever possible if their condition prevents them from coming to the surgery and if they live within a reasonable distance to the surgery.

TEST RESULTS
Due to their personal nature, no results will be discussed over the phone (with exception of INR results for patients on anticoagulants). Patients are requested to make a follow up appointment with their doctor.