

RALIFAH MEDICAL CENTRE

1A Boonah Street, Griffith NSW 2680
Ph: 02 7232 2030 / Fax: 02 4312 5399



New Patient Registration Form

Personal Information

Title: _____ First Name: _____ Middle Name: _____ Surname: _____

Date of Birth: ____/____/____ Sex: Male Female Other Prefer not to say

Ethnicity: _____

Address: _____

Town/Suburb: _____ State: _____ Postcode: _____

Phone Number: _____ Email: _____

Emergency Contact Name: _____ Phone: _____

Relationship to Emergency Contact: _____

Next of Kin (if different to Emergency contact): _____ Phone: _____

Relationship to NOK _____

Medicare Number: _____ Reference Number: _____ Expiry Date: _____

Concession card (if applicable): Card Type: Health Care Card Pensioner SCC DVA

Card Reference Number (CRN): _____ Expiry: _____

Do you identify as Aboriginal or Torres Strait Islander?

Neither Yes, Aboriginal Yes, Torres Strait Islander Yes, both

Medical History:

Do you have any allergies? Yes No - If yes, please specify: _____

Do you consent to receiving SMS, letter, email notifications for appointment reminders and practice updates?

Yes No

Privacy Policy Acknowledgement: (full policy available on request)

Ralifah Medical Centre follows the Australian Privacy Principles in the Privacy Act 1988 (Cth) to protect your personal information.

Collection of Information: We collect personal data to deliver medical care, handle billing, process insurance claims, and make referrals.

Disclosure of Information: We may share your information with healthcare providers involved in your care or when required by law. Third-party disclosures only occur with your consent or legal obligation.

Security of Information: We take all reasonable steps to ensure your personal data by using trained staff and electronic and physical protections against misuse, loss, or unauthorised access.

Your Rights: You are entitled to access and update your personal information. Should you wish to review or amend your records, please contact our practice directly. If you have any concerns regarding the management of your information, you may submit a formal complaint for consideration.

Patient Declaration

I, _____ (patient name), have read and understood the policies outlined in this document, including those on appointments, fees, missed appointments, patient feedback, test results, telehealth, use of AI, and aggressive behaviour, and consent to the collection and use of my personal health information as outlined. I understand that I can withdraw my consent at any time by notifying the practice in writing.

Signature: _____

Date: _____

RALIFAH MEDICAL CENTRE

1A Boonah Street, Griffith NSW 2680
Ph: 02 7232 2030 / Fax:02 4312 5399



Appointments

We offer both face-to-face and telehealth consultations. Please call our reception or use hotdoc.com.au to schedule your appointment. If you need a longer consultation for complex issues, please inform us when booking.

Same-Day Appointments:

Urgent appointments are available for same-day booking. Please call early in the morning for best availability.

Fees and Billing

Our practice uses a **mixed billing system**: patients who are eligible for Medicare and are either under 16, over 65, or hold a concession card will be bulk billed. The fee for all other patients is required to pay fees at the time of their appointment. We accept Medicare rebates, and payments can be made using cash, EFTPOS, or credit card. Fees are as follows:

- **Brief Consultation Fee:** \$55 (\$65 weekends)
- **Standard Consultation Fee:** \$85 (\$95 weekends)
- **Long Consultation Fee:** \$125 (\$135 weekends)
- **Prolong Consultation Fee:** \$165 (\$175 weekends)

Medicare-eligible patients can claim rebates immediately after payment with a physical card. Note: extra fees may apply for medical reports, procedures, and some vaccinations not covered by Medicare.

Missed Appointments

If you are unable to attend your scheduled appointment, please ensure that you provide at least **one hour's notice**. This enables us to offer the available time to other patients who may require it. Please note that failure to attend an appointment without prior notification may result in a **missed appointment fee**, which cannot be claimed from Medicare.

Patient Feedback

We value patient feedback as it helps us improve our services. You can provide feedback by speaking with our reception staff or writing comments on our Facebook page.

Test Results

Our practice will notify you of your test results only when medically necessary. For routine results, patients are advised to book a follow-up appointment with the doctor.

- **Abnormal Results:** If any results require urgent action, we will contact you immediately.
- **Routine Results:** You will receive a phone call to schedule a follow-up appointment.

Telehealth and Electronic Communication

We offer **telehealth consultations** for patients unable to attend the clinic. Please ensure your contact details are up to date to receive the phone call.

Aggressive Behaviour Policy

We do not tolerate any form of aggressive, abusive, or threatening behaviour in our practice. Any aggression directed at staff, doctors, or other patients is unacceptable and will result in asking the person to leave the premises. In certain cases, this behaviour may also lead to refusal of care.