

Welcome to our practice.

Established in 2018, RFM offers a holistic medical service, looking after our patients from “cradle to grave” and providing comprehensive and compassionate care for all. Our doctors are Specialist General Practitioners and deal with the full range of patient health needs. Simple or complex, acute or chronic, male or female, young... or a little older than that, if you have a medical problem, Riverina Family Medicine will be your first step to getting it sorted out.

The Doctors

Dr Carl Henman - Full Obstetric Services, Advanced Ultrasound including Fetal Medicine Services

Dr Jodi Culbert- Musculoskeletal and Sports Medicine, and Paediatrics

Dr Lee Jeffery – Women’s Health, Mental Health and Paediatrics

Dr Genevieve Thompson –Women’s Health, Paediatrics, Mental Health

Dr Alison Gilmour - Women’s Health, Paediatrics and Mental Health

Dr Sally Johnson – Obstetric Care and Women’s Health

Dr Syl Lim - Advanced Registrar in her final stage of Specialist GP Training

Your Privacy

We take the privacy of your health records very seriously. We will not release or disclose these records to a third party without your consent. Please see the consent form on our new patient information sheet, or on our website, for full details.

Feedback and Complaints

Do you have a suggestion for us that we could perhaps use to improve our service, or wish to discuss an issue. Please either let our reception staff know, or ask to speak with our practice manager. You may also write or email us.

If you prefer, you may remain anonymous, however we do prefer to be able to give feedback, especially if you have a complaint. Please be assured that this will be kept confidential.

You may also contact the NSW Health Care Complaints Commission, Locked Mail Bag 18, Strawberry Hills 2012 or telephone 1800 043 159.

Smoking

We are a non smoking facility. Smoking is strictly prohibited within our practice.

Riverina Family Medicine

139 Peter Street
Wagga Wagga NSW 2650

Phone: 0269 362 088

Fax: 0269 362 050

www.riverinafamilymedicine.com.au

Hours

Monday - Friday: 8.30am - 5.30pm

Saturday: 9am - 12pm

Sunday & Public Holidays: Closed

After Hours Care

RFM is affiliated with the Wagga Wagga GP After Hours Service which operates Mon - Fri from 7pm and weekends from 1pm Saturday.

The service is also open on all public holidays. Please telephone 0269 310900.

For all other urgent care, please contact wagga Wagga Base Hospital ED on 5943 1000.

**In the Event of an Emergency,
please call 000**

Practice Fees

We are a private billing practice, and as such, our services do incur a fee. We are able to process your claim on your behalf to Medicare to enable your Medicare benefit refund. Please ask our staff for costs relating to our services.

Fees are payable at the time of consultation. The exception to this is for Childhood immunisations and routine INR's, which are all bulk billed.

Recalls and Reminders

Sometimes we contact you regarding results of tests. We will use the preferred method of contact that you indicated. Please assist us by keeping your contact details up to date.

As you can imagine, it is not possible for us to ring every patient who has had tests done. Please telephone us approximately 3– 4 working days after your tests were done to obtain the result.

Urgent test results are usually available within 24-48 hours. If a test is returned requiring urgent attention, we will contact you, but please, always check with us if you have not heard from us, to ensure that nothing is overlooked.

We may also send you a message through HotDoc to suggest an appointment for routine reminders such as pap tests, or diabetic reviews etc. Please follow the link and read the message.

Electronic contact

Due to NSW privacy regulations, we are unable to email confidential health data without encryption. All emails will be sent to you password protected. We will not share your personal information without your consent.

Our email is not monitored continuously and so is not a reliable method of contact. Please telephone us on 0269 362088 or fax 0269 362 050.

Doctor's endeavour to return phone calls and messages in a timely manner, however due to the nature of our work, and dealing with emergencies etc., this can often be difficult and will often occur after hours. We appreciate your patience.

SMS Reminders

We operate an SMS reminder system for patients through HotDocs. To receive these, you will need to provide consent through the new patient information form.

You can confirm your appointment, change it, or cancel it if necessary, through this system.

If you change your mind and no longer wish to receive these, please let our staff know and they will change the option for you.

Appointments

We encourage our patients to try and see their regular doctor to promote continuity of care. We understand that this can be difficult, and we will do our best to facilitate this.

Brief Appointments: For basic prescription renewals only.

Standard Appointments: Generally booked as a 15 min appointment for standard, general healthcare needs

Long appointment: Generally booked as 30 min appointment for a complex, or multiple issues.

Video/Telephone Consultations: Telehealth consultations are an option for some clinical conditions. Please discuss this with our staff when booking.

Acute problems: Appointments available for bookings on the day for urgent non life threatening issues. Please telephone our staff and we will endeavour to give you an appointment for the same day.

Walk In Appointments: RFM do not offer a Walk In Service. Please book an appointment

Bookings available through reception or via our online bookings. Home Visits: May be arranged for our palliative or elderly patients on a case by case basis. Please speak with our reception staff who will discuss with your doctor.