



Kingscliff Health is a modern, efficient clinic.

Our Team

Dr David Weston Allen

Monday, Tuesday, Friday

Dr David Shaw – Skin Specialist

Tuesday, Thursday

Dr John Lipscomb

Tuesday, Wednesday, Thursday

Dr Jon Stephenson

Monday, Wednesday, Thursday

Dr Robin Watts

Monday, Wednesday, Thursday

Dr Arriann Christe

Wednesday, Thursday, Friday, Sunday

Dr Victor Roseverne

Monday, Tuesday, Wednesday, Thursday, Friday

Dr Katherine Shomali

Tuesday, Wednesday Thursday, Friday

Dr Freda Vora-O'Neill

Monday & Friday

Practice Nurses: Michelle Stainlay

Adele Harriott

Janine Campbell

Receptionists: Bree Borey

Lisa Dinham

Emily Clemance

Andrea McIvor

About Us

Kingscliff Health, a family orientated patient centred, practitioner run medical centre. Focusing on preventative, acute and chronic healthcare while delivering the highest quality service for patients from Tweed Heads to Pottsville & abroad. Our medical centre is purpose built, modern medical facility read to look after your immediate needs.

Phone: 02 6670 1400

Fax: 02 6670 1499

Email: Reception@kingscliffhealth.com.au

www.kingscliffhealth.com.au

Operating Hours:

Monday: 8:00am – 7:00pm

Tuesday: 8:00am – 5:00pm

Wednesday: 8:00am – 5:00pm

Thursday: 8:00am – 7:00pm

Friday: 8:00am - 5:00pm

Saturday: 8:30am – 11:30am

Sunday: 8:30am – 11:30am

Patient Rights & Feedback

If you are unhappy with the service we provide at Kingscliff Health, we appreciate all feedback.

To provide feedback or make a complaint please contact our Practice Manager on 02 6670 1400. If you wish to take any complaints further please contact NSW Health Care Complaints on 1800 043 159.

Kingscliff Health participates in The National & State Territory Reminder System.

If you do not wish to participate please advise the receptionist when registering with our practice. Thank you.



📍 Suite 9, 38-42 Pearl St, Kingscliff, NSW, 2487

☎ 02 6670 1400 📠 02 6670 1499

✉ reception@kingscliffhealth.com.au

🌐 www.kingscliffhealth.com.au

Nationally Accredited by AGPAL
RACGP Standards 2018

If an emergency please call '000'

Your Doctor may be contacted during normal opening hours. If the Doctor is with a patient, a message will be taken and the reception staff will advise you when it is likely that the Doctor will return your call. In an emergency your call will always be put through to a nurse and/or a Doctor.

When making an appointment to see your preferred doctor, longer consultations are available. To make a longer appointment please advise the receptionist when making an appointment.

Repeat Medication is a medication that you are required to take continually, the GP will advise in your consultation if your medication is on 'Repeat'. Under Medicare Act and also due to legal constraints, repeat prescriptions can only be issued after a patient has been seen and reviewed by the treating physician.

Recalls & Reminders

All patients for recalls and reminders are notified via posted letter, if a patient has not returned after three letters have been sent, a letter via registered mail will be sent.

Patients requiring urgent result recalls will be notified via Phone call to return to the Practice ASAP.

Billing Policy

Kingscliff Health is a private billing practice. Details of specific consultation fees can be obtained from our Receptionist and on our website.

Medicare Rebates are available on the majority of consultations and procedures.

We accept payments via; Cash, EFTPOS – HICAPS/TYRO, all major credit cards.

Via our TYRO Machine we can process your Medicare Refund straight back into your bank account. (Only via cheque/savings bank accounts).

After Hours

In case of emergency, dial 000,

OR contact **Tweed Hospital, 07 55 36 1133**

(Powell Street, Tweed Heads)

OR **Murwillumbah Hospital, 02 6672 1822** (Ewing Street, Murwillumbah)

For **AFTER-HOURS Home Visits** (available Banora Point/South Tweed to Gold Coast), call

House Call Doctor, 13 55 66

For **AFTER-HOURS National Phone Advice** re symptoms, dial **1800 022 222**.

Interpreter Services

If you require the service of an interpreter during a consultation with a Doctor. please advise the receptionist when making an appointment for yourself or your family member. Alternatively phone 1300 131 450 for a telephone translator service.

Test Results

Please note patients are required to phone the surgery regarding test results. We ask all patients to make an appointment with their preferred doctor to discuss results.



Privacy of Medical Records

Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff, as per the current Privacy Act.

A full version of our privacy policy is available to view in our reception area and on our website.

Services

We provide you and your family the highest quality patient centred medical care in a modern, purpose built facility. Qualified and experienced Doctors, Nurses & Allied Health Professionals are ready to assist with a respectful and compassionate manner.

Our Allied Health Team includes:

- Hearing services
- Dietetics and Nutrition
- Exercise Physiology
- Podiatry
- Physiotherapy & Clinical Pilates
- Psychology
- Diabetes Education
- Speech pathology