



2 School Lane Evans Head, NSW 2473
Phone 0266824500 Fax 0266825177
www.evansheadmedical.com

Current as at 02/06/2026

PRACTICE INFORMATION SHEET

About Our Practice

Evans Head Medical Centre is a family-focused general practice providing comprehensive, patient-centred healthcare to the Evans Head community and surrounds. Our team is committed to a warm, respectful and high-quality experience at every visit.

OPENING HOURS

Monday – Friday
8am – 5:30pm
Closed Saturday, Sunday and Public Holidays

OUR STAFF

DOCTORS

Dr Chris Wee	Dr Tara Thambimuthu
Dr Justin Dryden	Dr Miranda Cumming
Dr Paul Goodridge	Dr Cindy de Villiers
Dr Martina Girardi	Dr Nazgol Partovi
Dr Haydn Dodds	Dr Penny Solofoni

NURSES

Jocelyn McCumstie	Georgia Flaherty
Allanna Penny	Kathleen Clifford
Michael Corbett	Chris Clark – Practice Manager

RECEPTIONISTS

Jemma Baggett	Wendy Battese
Mia George	Elysia Hudson
Nicole Metcalf	Jenny Santin
Kurt Groesser	

APPOINTMENTS

Consultations are made by appointment with the Doctor of your choice. Urgent cases are seen by the first available Doctor. If your appointment is not for a standard consultation, we would appreciate you letting the receptionist know so that extra time may be allowed. Walk-ins may be accommodated as capacity allows; booked patients are prioritised.

Another appointment may need to be scheduled for you if there are multiple issues to discuss or if more than one family member is to be seen. This prevents other people's appointments being delayed, and ensures a calm, unhurried doctor. Due to the unpredictable nature of general practice consultations, the doctors may occasionally run behind schedule. We apologise for this inconvenience and will endeavour to keep you informed of any delays.

Appointments can be made online via our website, HotDoc or by phoning reception.



Please arrive a few minutes early to update details or complete necessary forms.

LONG CONSULTATIONS

Some complex medical issues may take longer or require additional time with our Practice Nurse. If you feel you require a long consultation time than 10minutes, please notify reception when making your appointment, examples of these may be procedures, skin checks, multiple medical issues e.g. cervical screening combined with other medical issues, health plans, mental health plans and consultation, immunisation, diabetes checks.

SERVICES OFFERED BY THE PRACTICE

- ✓ General Medicine
- ✓ Skin and mole checks
- ✓ Minor operations for removal of cysts, moles and skin cancers
- ✓ Cryotherapy (freezing) of sun spots
- ✓ Childhood vaccinations, Adult routine and travel vaccinations

- ✓ Travel and Lifestyle medicines
- ✓ Paediatrics/child health checks
- ✓ ECG's & Respiratory function tests (Spirometry), Holter Monitors
- ✓ Family planning/contraceptive advice (including pregnancy care, IUD insertion, long-acting contraception)
- ✓ Women's preventative health, breast checks and pap smears
- ✓ Antenatal "shared care" and postnatal care
- ✓ Men's preventative Health
- ✓ Sutures to lacerations
- ✓ Venesections, Iron Infusions and Ear Irrigation
- ✓ Health assessments, Aged care Assessments
- ✓ ATSI Health Checks
- ✓ Chronic diseases Management such as asthma, diabetes and heart disease
- ✓ Weight loss or gain advice
- ✓ Counselling and mental health
- ✓ Medicals – workplace, insurance, WorkCover
- ✓ Sports Medicine

Our practice endeavours to accommodate patients with urgent medical matters even when fully booked.

COMMUNITY PROGRAMS

- ✓ Step Strong: A Supervised Cardiac Walking Initiative
- ✓ Monthly Health Awareness Initiative
- ✓ Flu Immunisation Clinics
- ✓ OptimaScan - 3-dimensional total body photography

FEES

Medicare is a government funded health subsidy scheme that contributes towards the cost of a person's health care. Some medical practices choose to accept the Medicare rebate as full payment for their services – this is known as "bulk-billing". However, the Medicare rebate does not cover the cost of delivering high quality health care, hence there is a "gap" or out of pocket cost for our services. We offer concessional rates for pension card holders. Bulk-billing is only available in certain exceptional circumstances, and for routine childhood or over-65 year old vaccinations and chronic disease management plans. Fees vary according to the length and complexity of the service and are payable at the time of consultation. We accept cash, cheque, EFTPOS and all major credit cards. For those in difficult circumstances, exceptions may be made. On the spot Medicare rebates are offered through our EFTPOS terminals.

Service	Appointment length	Fee (AUD)	Medicare rebate*	Out-of-pocket
Brief consultation	Up to 6 minutes	\$72.00	\$20.05	\$51.95
Standard consultation	6–15 minutes	\$95.00	\$43.90	\$51.10
Long consultation	20–30 minutes	\$136.00	\$84.90	\$51.10
Prolonged consultation	40+ minutes	\$175.00	\$125.10	\$49.90

You may be charged for additional procedures undertaken during the course of the consultation e.g. ECG, respiratory function test, excision fee, cryotherapy). Our friendly Reception staff are more than happy to provide an estimate of potential out of pocket costs for any additional services.

NON-ATTENDANCE FEE

A fee may be charged for non-attendance of appointments. This will be \$25 for a missed consultation that has been booked but not attended.

Extenuating circumstances will always be considered.

ACCIDENTS AND EMERGENCIES

If there is a life-threatening emergency – even if you are not certain – always call 000. Otherwise, telephone us on (02) 66824500 and you will be advised of the best course of action.

AFTER HOURS

Medical advice and care is available on a 24-hour basis via Health Direct - 1800 022 222, Lismore Urgent Care Clinic – Ph 0266200188 or by attending your nearest Accident Emergency Centre. If on occasion you are seen by a service outside our clinic, a full written report will be forwarded to us for inclusion in your records. We team with these services to ensure our patients have quality medical care available 24 hours a day, 365 days a year. If you require medical attention outside our opening hours you can also call 02 6682 4500 and follow the prompts.

HOUSE VISITS

Doctors may perform home visits when appropriate, and if time

allows. However, they are generally restricted to those who are a regular patient of our Doctors and are too frail or ill to get to the surgery. We have better facilities to accurately diagnose and treat you at the practice than are possible at home.

MEDICAL CERTIFICATES

These are available for genuine illnesses and only if you attend the surgery for a consultation. It is illegal to do otherwise, or to provide a retrospective or post-dated certificate.

REPEAT PRESCRIPTION

Most scripts are written by the doctor to provide sufficient medication until your condition needs to be reviewed; repeat scripts are therefore generally only provided at a consultation (and not over the phone). A \$30 script fee applies if the doctor agrees to write the script without a consultation.

TEST RESULTS

Where blood tests or other investigations have been ordered, you will generally need to make a follow-up appointment to discuss the results. If the doctor is concerned about your results, the staff at EHMC will contact you to make an appointment. To ensure confidentiality, test results will not be given over the phone.

TELEPHONE CALLS

Our switchboard is very busy early in the morning with patients making appointments. We would appreciate patients who have non urgent queries to phone later in the morning. Doctors who are busy consulting will return calls as soon as practical/as soon as they are able. Emergency calls are an exception and will be taken immediately.

SPECIALIST REFERRALS

Your family doctor is highly trained to deal with most medical problems, but may need occasionally to refer you to a specialist. To receive a Medicare rebate for a specialist visit, you need a referral and will need to see your doctor first. As it is illegal to backdate referrals, please do not ask us to break the law. The specialist is providing consultant advice to your GP, so it is important that you discuss the specialist's opinion and advice with the doctor who referred you, following your visit with the specialist.

VACCINATIONS AND DRESSINGS

If you are making an appointment for childhood, influenza or travel vaccinations, or for wound care, please let our receptionist know. A practice nurse will be available at certain times to assist with these procedures.

INTERPRETING SERVICE

For those speaking a language other than English, a telephone interpreting service is available free of charge. If you (or a family member or friend) require this service, please inform the receptionist when making your appointment or telephone the interpreting hotline on 131 450.

ELECTRONIC COMMUNICATION

Electronic communication is available through the email address admin@evansheadmedical.com.au. Email messages will be forwarded to the appropriate doctor or staff member and a response will be given in a timely manner. Email should not be used for booking or cancelling appointments. All appointments should be made and cancelled via calling us on 02 66824500. Our written policy on receiving and returning electronic communication can be requested from reception. Please note that patient health information cannot be transmitted via email. It will be faxed or posted, or available for collection by arrangement.

YOUR PRIVACY

Evans Head Medical Centre respects your privacy. Your medical record is a confidential document. It is the policy of this 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. Please ask a member of Reception if you would like a copy of our Privacy Policy or go to our website - www.evansheadmedical.com.

SUGGESTIONS AND COMPLAINTS

Your feedback is important to our Practice! Evans Head Medical Centre aims to serve you the best way we can. We welcome your suggestions on how we can improve. We take your concerns, suggestions and complaints seriously. Please feel free to talk to your Doctor or ask to speak to our Practice Manager, Chris Clark, or send an e-mail to office@evansheadmedical.com.au. If your complaint was unresolved, please contact the Health Care Complaints Commission on 1800 043 159 for further advice.