

Doctors Working from Batehaven

Dr Douglas Gock - *University of Sydney (1984) MBBS, FACRRM (1999)* Dr Gock has served the local Batemans Bay community as a GP since 1991 as well as working as a Visiting Medical Officer at the Hospital. He delivers holistic primary medicine designed to maximize individual patient maintenance and healing, integrating medical acupuncture.

Dr Peter Brandson *University of NSW MBBS FRACGP*

Dr Brandson did post graduate training in a variety of hospitals before working for many years as a solo GP in Batemans Bay. He is particularly interested in healthy lifestyle promotion and good nutrition as well as paediatrics and stress management.

Dr Yves Brandenburger - *ANU (2008) MBBS, FACRRM, Adv.Dip. Emergency Med, PhD(Biochem)* Dr Brandenburger's practice spans acute care, family medicine, medical research, and education. His extensive background features Emergency and Rural Generalist training encompassing Intensive Care, Anaesthetics, Aeromedical Retrieval, and Military Medicine. He loves the outdoors, reading, travelling and quality time with his family.

Dr Angela Bennett - *Newcastle University (1991) MBBS*

After early years in Canberra focusing on Emergency Medicine and Paediatrics, Dr Bennett began her General Practice training in 2002. Spending nine years working at a family clinic in East Maitland, she understands the immense clinical value of long-term continuity of care. She relocated to the Eurobodalla region in 2016 and joined the practice in 2019. She enjoys walking her dogs, visiting local markets, and inventing recipes.

Dr Lachlan Brown – *University of Sydney (1989) MBBS*

FRACGP Dr Brown has worked in Batemans Bay since 1995, after his post graduate training in general practice and anaesthetics. His special interests range from paediatrics to the health of the elderly, including excising small skin cancers. He also works as an anaesthetist at the local hospitals.

Contact Details & Opening Hours

📍 **Address:** 1/9 Corrigan Cres, BATEHAVEN NSW 2536

☎ **Phone:** (02) 4472 4715 / (02) 4472 4422

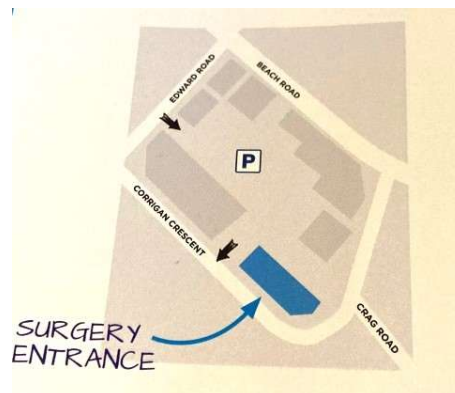
📠 **Fax:** (02) 4472 9579 / (02) 4472 4764

🕒 **Hours:** Monday to Friday 9:00am – 5:00pm
(Closed Weekends & Public Holidays)

Disabled Parking is available in the Shopping Centre Carpark with ramp access to the entrance.

🕒 After-Hours Care

- **Medical Emergencies:** Call 000 immediately.
- **Batemans Bay Hospital (24/7):** Phone 4475 1500
- **Batemans Bay Medicare Urgent Care Clinic (6am – 12am):** Phone 4420 5100
- **HealthDirect Line (24Hrs advice):** Ph 1800022 222



(incorporating Bayview Medical Cottage)

📌 IMPORTANT NOTICE: CLINIC MERGE INFORMATION

Bayview Medical Cottage and Batehaven Medical Centre have merged teams into one central location at 1/9 Corrigan Crescent, behind the Shopping Centre. All existing patient medical records from both practices are completely secure and have moved into our unified database. No extra paperwork is required from you and to ensure smooth communication, all phone and fax lines remain in use.

Welcome & Overview

All General Practitioners and staff at the practice are committed to providing you with the highest standard of integrated health care and professional advice through ongoing medical education, skill maintenance, and an emphasis on individual patient wellbeing.

Comprehensive Practice Services

- **Family Medicine:** Complete primary care focusing on Women's, Men's, and Children's specific health needs.
- **Chronic Disease Management:** Personalised care coordination pathways, specifically for Asthma and Diabetes Care Plans.
- **Immunisation:** Routine NIP schedules, seasonal flu vaccines, and comprehensive travel medicine vaccines.
- **Procedures & Skin Care:** Skin Checks, minor lesions.
- **Specialised Approaches:** Evidence-based Medical Acupuncture and targeted musculoskeletal functional therapies.
- **Assessments & Medicals:** Pre-Employment checks, Insurance compliance paperwork, WorkCover cases, and Commercial Driving Medicals.
- **Lifestyle & Prevention:** Structured Quit Smoking support programs, preventative health assessments, and weight management frameworks.

Appointments & Clinic Policies

- **Standard Consultations** (15 mins): Best suited to cover a single health concern. These appointments can be booked online through HotDoc.
- **Long** (20–25 mins) & **Prolonged** (30–40 mins) Consultations: Required for complex issues, mental health care plans, or multiple queries. Please notify reception when booking to secure appropriate timing.
- **On-The-Day Bookings:** A limited number are made available each day, reserved strictly for medical emergencies.
- **Telehealth:** Available for eligible patients under specific circumstances. Please call reception as these cannot be booked online. Please note that consultations are never recorded.
- **Walk-Ins & Scheduling:** Medical emergencies do occur and are given absolute priority. Our nursing and reception staff will triage patients who walk in feeling unwell. You are welcome to phone the clinic ahead of your arrival to check

running times. Despite our best efforts, some issues do take more time than expected and emergencies can disrupt the schedule. If you require an interpreter, please advise reception in advance to organize.

- **Home Visits:** Limited home visits are available to regular, established patients residing within a 15km radius, at the discretion of the treating General Practitioner.

Fees, Billing & Results

- **Mixed-Billing Policy:** We operate as a mixed-billing practice: assignment of Medicare benefits or payment in full is required at the conclusion of your visit. Fees directly reflect consultation time and clinical complexity. Full schedules are displayed at reception. If you experience financial hardship, please discuss this with your treating GP.
- **Payments:** We accept cash, EFTPOS, and major credit cards (excluding Amex). Your Medicare rebate is processed back into your nominated account at the counter.
- **Cancellations:** Please give at least 2 hours' notice for cancellations so another patient can be seen. Failure to do so may incur a \$50 non-attendance fee, which does not attract any Medicare rebate.
- **Test Results:** All incoming pathology, imaging, and specialist correspondence are reviewed by the doctors. Please pre-book a follow-up appointment if you want to discuss your results. Otherwise, the clinic will contact you to organise a review for any abnormal or urgent results.
- **Repeat Scripts & Referrals:** To ensure clinical safety and review of your conditions, please schedule regular visits before prescriptions or specialist referrals expire. In general, an appointment is required for all prescription renewals and referrals, but it may be possible to have this as a phone appointment. The doctors reserve the right to not provide prescriptions for drugs of dependence.

Recalls and Reminder System

- As part of our commitment to preventative care, we use **HotDoc** for appointment reminders and recalls for various health conditions. If you do not wish to be part of this system, please let your doctor or nurse know.

- Our doctors prefer not to receive phone calls while consulting patients. If you need to contact your doctor, please leave a message at reception and your call will be returned as soon as possible.

Privacy/ Information Management

- To provide a comprehensive service, relevant personal health information may be sent to other health professionals involved in your care. Please see our **Privacy Policy** available at the surgery or on our website. All health record information is strictly confidential and is stored securely in our medical software.
- Your record can be transferred to another practice once written consent and instructions are received; a fee may apply.

Patient Surveys and Feedback

- From time to time we invite patients to complete an anonymous, confidential survey, with your views of the practice and how it could be improved.
- We take your feedback seriously, please let us know if you are happy with the care you receive. Talk to your doctor, use the suggestion box or write to the Practice Manager about any concern. If it cannot be resolved, you can contact the Health Care Complaints Commission on 1800 043 159
- This practice has a zero-tolerance policy for any abusive or threatening behaviour towards our staff and patients. Offenders will be required to leave the clinic and transfer their care to another practice.

Please remember we are here to help you and always aim to work with you. We place a high value on the patient/doctor relationship.

Our Support Staff

Practice Nurses: Kelly & Julie **Practice Manager:** Val
Reception Team: Maria, Sally, Mel and Erynn.