

PRACTICE POLICIES
COOTEHILL MEDICAL CENTRE

Email Communications

Email should **not** be used for medical problems unless directed by a member of the Practice Team.

If you have an urgent medical problem, please contact the Surgery by phone.

Email should **not** be used for urgent communications / making appointments.

Certificates

Requests can be made via Reception for Social Welfare and Private Medical Certificates. Please accept that a review by a Doctor will be required in some instances.

We need to know dates of ill health, nature of illness and your PPS number (for Social Welfare Certificates).

Please contact Reception by phone, requests by email will not be dealt with.

There is a fee for all Certificates.

Payment Policy

It is our policy that all accounts should be settled at the time of your consultation. Receipts are issued at the time of payment for each visit. Please retain your receipt.

Some consultations are not covered under the GMS Scheme and those with Medical Cards will be asked to pay.

If you are unsure whether your consultation is covered under the GMS scheme, please check with Reception.

Payment can be made by cash, debit or credit card, or Apple/Google Pay etc.

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Medical Cards and Doctor Visit Cards

Patients attending the Practice for the first time must present a valid Medical Card.

If your card has expired or is invalid, you will be required to pay as per normal schedule of fees. The following services are NOT covered by GMS medical card;

Blood tests/INR checks

Driving Licence Medicals

Pre employment examinations

Certain vaccinations

Screening Tests/Health Checks/Medical Certificates

Dressings

Certain Injections

Ordering prescriptions

Repeat prescriptions may be issued for regular medications as arranged by your doctor.

Be aware when your medications are due to run out and give a minimum of **48 hours'** notice for collection of prescriptions.

Repeat prescriptions can be ordered by email or on the Surgery's website by filling in the Repeat Prescription form. This can also be printed off and hand-delivered to the Surgery.

Regular reviews are essential if you are on long term medication. This is to ensure that the medication is working, and you are not experiencing side effects. If you have not been seen recently, your GP may request that you make a review appointment to discuss your medication.

A fee will apply for repeat prescriptions issued for a private patient.

For Medical Card holders, no fee applies.

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Test results

If you have bloods/urine/stool/nail clippings tests taken, they will be reviewed by your GP.

If there is any significant abnormality, your GP will contact you by phone.

If you have not heard from your GP, please ring the Bloods phone on 087-2381482 two weeks after the tests.

Blood test and other Lab results will only be given between 2.00pm-3.00pm on Tuesdays/Wednesdays and Thursdays only.

Please contact Reception to ensure we have an up to date mobile phone number on your records.

Appointments

We encourage patients to pre-book appointments and can generally provide routine appointments within 24-48 hours of request.

Emergencies will of course be accommodated as a priority. It may be necessary to book an appointment with a specific Doctor well in advance as some Doctors work on a part-time basis.

Longer appointments may be necessary for certain procedures i.e. minor surgery, / insurance / Medical-Legal Reports. Please specify if you feel you require a longer appointment for the above services.

We always try to ensure the patients are seen on time but delays are sometimes inevitable as patients may require extra time or the Doctor may have had to deal with an urgent problem.

Mornings are our busiest period of the day and we would be grateful if you could avoid telephoning on non-urgent matters at this time.

Separate appointments should be made for each family member.

We would appreciate if you would cancel your appointment if unable to attend.

Out of Hours

There is always a Doctor on call outside of Surgery hours.

NEDOC provides out of hours emergency care after 6pm Monday to Friday, weekends and Bank Holidays.

Phone No: 1800 777 911

Unacceptable Behaviour

This Practice does not tolerate abusive or aggressive behaviour towards a member of staff.

Any patient who is abusive or aggressive will be asked to leave the premises and will also be removed from the patient list.

Complaints

If you wish to make a complaint or highlight a problem that you have had with our service, please contact the Practice Manager either in writing or by phone.

General Data Protection Legislation

Cootehill Medical Centre's policy and procedures are guided by the General Data Protection Legislation (GDPR) and the Irish Data Protection Act (2018). These Acts impose obligations on data controllers to process personal data entrusted to them in a matter that respects the rights of data subjects to have their data processed fairly. Data controllers are under a specific obligation to take appropriate measures to protect the security of such data.

To assist with your care at Cootehill Medical Centre, we need to collect personal data about you. This information will include details of your health and your treatments.

We may also require a record additional information that while may not seem to relate directly to your health, it would help in our treatment of you. For example, your age, gender, marital status, the number of children you have, your nationality, your employment status, religion and prison sentences.

Our policy is only to collect and record information about you that helps in your treatment.

Patients are required to sign a consent form giving their authorisation for the processing of health data.