

Welcome to Nova Health Co!

We aim to enhance the wellbeing of women across the lifespan, in a warm and nurturing environment. We provide holistic healthcare services and work together to provide you high quality, evidence-based care. In an environment where you feel safe, listened to, educated, and empowered. Our clinicians provide a wide range of services encompassing many women’s health concerns including:

- Pre-pregnancy, antenatal and post-natal care
- General Health Appointment's
- Women’s Ultrasound
- Men’s and women’s pelvic health physiotherapy
- Nutrition and Dietetics
- The Positive Birth Program
- Psychology
- Exercise and Yoga
- Group Classes

Our Practitioners

Dr Trudi Beck Director GP Obstetrician Lactation Consultant	Tiffanie Kendall Dietician
Dr Carl Henman Director GP Obstetrician Fetal Sonologist	Kristy Oliver Women’s Health Physiotherapist
Jenna Mooney Director Physiotherapist	Hannah Alchin Women’s Health Physiotherapist
Dr Carla Flynn General Practitioner	Kirsty Tucker Exercise Physiologist
Amy Gow Registered Nurse Midwife	Rachel Harmer Psychologist
Simone Francis Women’s Health and Obstetric Sonographer	Kate Pryor Parenting Educator
Alana Higgins Practice and Business Development Manager	Support Team Natasha Walsh Rikki Moore Sarah Menz

Operation Hours

Our practice is open 9am -5pm Monday to Friday. In the event of an emergency, please call 000. Nova Health Co is affiliated with the Wagga Wagga GP After Hours Service which operates daily from 7pm and all weekend from 1pm Saturday. The service is also provided on all public holidays. Please telephone 0269 310 900. For all other urgent care.

Appointments

To book an appointment please call us on 02 6921 2040, alternatively some clinicians appointments can be booked online via our website www.novahealthco.com.au.

- On the day appointments are available for urgent care
- Appointment reminders are sent 48 hours prior to your appointment
- If you wish to see our allied health services of Psychology, Pelvic Physiotherapists you will require a referral outlining the clinical details of your appointment this will be assessed and appointments offered on a clinical needs basis

Nova Health Co do not offer a Walk In Service. Please book an appointment for the same day as above (Acute problems) or a Routine Visit. You may book through our reception staff.

Please ensure you arrive on time for your appointment, if you are running late please call our support team on 02 6921 2040.

Fees SMS Appointments

We operate an SMS reminder system for patients through AMS. To receive these, you will need to provide written consent through the new patient information form. You can confirm your appointment, 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.

Practice Fees

We are a private billing practice and all services incur a fee which is payable at the end of your consultation. Our support team are able to process your Medicare rebate for you (see fee schedule for appointments eligible for Medicare rebate). For a comprehensive fee list please speak to our support team. Payment for our programs can be made via our website or at reception.

Results and Reminders

We provide notification of receipt of your results by secure SMS. Our staff will contact you directly to schedule either a Telehealth appointment or an in person appointment to provide you your results. However you can call the reception team at any time to schedule a suitable appointment. SMS reminders are sent 48 hours prior to any appointment

Home and other Visits

Our clinicians do not offer home visits, if you are unable to attend your appointment in person please speak with our support team for telehealth options. Alternatively you may contact 13 CURE (Ph: 13 2873) for home based appointment's.

Communication

You will require an appointment for any requests that you may have for your doctor or health care professional. It is not possible for our doctors or health care professionals to call you back or take phone calls regarding your health. Our support team will offer an appointment based on clinical need and can also, if eligible, provide the option of a telehealth appointment. In some cases telehealth appointments may not attract a Medicare rebate, our staff will inform you if this is the case. Our online booking system AMS, also allows for you to order scripts and request medical certificates and our practitioners will complete within 48 hours after this is requested.

Your Health Information

You have the right to access your health information we collect. Please speak to our support staff should you wish to access any information that is stored at the practice (eg: discharge summaries, visit notes, pathology or imaging results etc). Any requests to transfer your medical information to any provider must be done so in writing via our request form. A fee of \$30 is payable before medical records are transferred. All requests will be actioned within 30 days of fee being paid.

Privacy Policy

Your privacy is extremely important to us. We will not disclose health or personal information to a third party without your consent. To view a copy of our full privacy policy please ask our support team or visit our website.

Feedback and Complaints

If you have any complaints or compliments we would like to hear about them. You may prefer to write to us via letter, via our website or email or you can speak to one of our support team, practice manager or your clinician. We take your feedback very seriously, and use it to constantly improve our facilities and services. To make a formal complaint you can contact NSW Health Care Complaints Commission via Locked Mail Bag 18, Strawberry Hills 2012 or telephone 1800 043 159.