



WHY CHOOSE A SOUTHERN SUN SKIN CANCER CLINIC?

- Southern Sun Skin Cancer Clinics provide a comprehensive service for the prevention, diagnosis and treatment of skin cancer.
- Southern Sun doctors are highly trained and experienced in skin cancer diagnosis and management and are supported by a pathology service, specialising in skin cancer pathology.
- Southern Sun Skin Cancer Clinics provide state of the art facilities, equipment and resources to ensure the most accurate skin cancer diagnosis and treatment.
- Southern Sun Skin Cancer Clinics provide a wide range of skin cancer educational materials, together with the services of a Skin Cancer Education Officer.



HORNSBY

Suite 13, Level 1
25-29 Hunter St
Hornsby NSW 2077
t: (02) 9482 5400

PARRAMATTA

Level 2, 239 Church Street
Parramatta NSW 2150
t: (02) 9689 3244

NORTH RYDE

124a Epping Road
(cnr Lane Cove Road)
North Ryde NSW 2113
t: (02) 9878 8555



PATIENT INFORMATION

www.southernsun.com.au

Hornsby • Parramatta • North Ryde



PATIENT INFORMATION



OPENING HOURS

Southern Sun Skin Cancer Clinics are open Monday to Friday (excluding public holidays) 8.30am – 5pm. Please note that hours may vary slightly from location to location.

APPOINTMENTS

Please telephone the clinic to make an appointment. Initial appointments are around 15 minutes. Longer appointments are available for procedures and you may be required to make a follow-up appointment for this. Emergency appointments will take priority.

WHAT HAPPENS AT THE CLINIC?

Some patients request a whole body check while others prefer only specific spots examined. Please inform the doctor of your preference. For a whole body check, you will be asked to remove all clothing except undergarments. Please limit or do not wear make-up, fake tan or nail polish.

Male and female doctors are available. If you have a preference, please let us know when making an appointment. Disposable gowns are available. If you are having a whole body check, the doctor will examine the skin on the face, neck, legs, arms and torso, fingers and toes, soles of the feet and the palms of hands. Sometimes skin cancers occur in non-sun exposed areas. Please inform the doctor if there are any “hidden” lesions that you would like to be checked.

CARE OUTSIDE NORMAL OPENING HOURS

Southern Sun Skin Cancer Clinics do not offer after hours cover. For emergencies, please contact your local doctor or hospital.

BILLING ARRANGEMENTS

Bulk Billing is available for holders of valid veterans, concession, healthcare and pension cards.

Some doctors may charge private (above Medicare) rates for consultations and procedures but a Medicare rebate for a proportion of this amount is available when you present your receipt to Medicare. Additionally, the out of pocket expenses after the Medicare refund count towards your family's Medicare Safety Net. It's important you register for the Safety Net.

Reciprocal healthcare cards for overseas visitors are not recognised and these patients will be charged private rates payable at the time of consultation.

PATHOLOGY

Pathology specimens are analysed by Southern Sun Pathology. Results usually take less than a week to return. You will be contacted if you need to return or there is an urgent matter to be discussed with your doctor. If you are concerned about a result, feel free to contact your doctor.

Pathology testing is bulk-billed for valid Medicare card holders. Copies of pathology results are available upon request.

IF YOU ARE STILL CONCERNED ABOUT A LESION OR TREATMENT

Please feel free to let the doctor know if a lesion does not disappear or returns after treatment. Despite the best standard of care, this happens occasionally.

RECALL AND REMINDER SYSTEM


Southern Sun provide patients with preventive care and early detection. We offer a reminder system which can be emailed, mailed or text messaged to patients to remind them of upcoming appointments or simply to remind patients they are due for a routine skin check.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Your medical record is a confidential document. Access to your medical record is only available to authorised personnel.

FEEDBACK

All concerns, suggestions and complaints are taken seriously. Please speak to your doctor or a receptionist if you have any concerns.



healthy skin saves lives