Dear Patients, Families, Support workers and Stakeholders,

For more than 10 years, Adelaide Disability Medical Services (ADMS) has been providing GP-led care for people with disability. We recognise that our clinic has been more than a place to attend medical appointments for many people. The relationships built with our doctors, nurse and admin team, the familiarity of the environment and the understanding of individual needs have been important parts of patient care. From its humble beginnings as a home visit service only when it was first started up by Dr Jessica Smith and Dr Raphael Ng, to the clinic premises we currently occupy, being able to understand the healthcare needs of a patient with a disability has always been one of our top priorities.

It is with deep regret to announce that ADMS will be closing permanently by February 2027.

We understand that the closure of ADMS will be difficult news for many of our patients, families, carers and support people.

We are truly sorry for the uncertainty and distress this change may cause. We are committed to helping patients prepare for the transition as carefully as possible before the clinic closes.

Patient Frequently Asked Questions

1. Why is ADMS closing?

Over the last 10 years, running a small private practice has become more and more financially unsustainable, due to a combination of reduced funding from Medicare for the care that we provide as well as funding model changes that restricted the ways the business was able to access more funding from the patient.

Unfortunately, the proposed substantial increase in rent next year also means that it is no longer financially viable for ADMS to continue operating without new sources of funding for the business.

Dr Maya Luks and Dr Raphael Ng have not made this decision lightly. They have explored alternative options to sustain the practice and continue providing care. Regrettably, no viable pathway for ongoing business continuity has been identified.

2. When will ADMS close?

The final date for appointments will be **February 5, 2027.**

After this date, the clinic will no longer be able to provide appointments. Our usual telephone and email services will also cease by **February 5, 2027 after 5pm**.

We encourage patients, families and carers to begin planning for the transition as early as possible, rather than waiting until the final week.

We will communicate any further information about the closure and arrangements for medical records as it becomes available.

3. Can I still make an appointment before the clinic closes?

Yes. Appointments will continue to be available until **February 5, 2027**, subject to availability.

If you have ongoing medical needs, please contact the clinic as early as possible to discuss an appointment and the support you may need during this transition.

We understand that finding a new GP may take time, particularly for people who need longer consultations, adjustments to communication or support with complex health needs. Starting the process early may help reduce the risk of interruptions to your care.

4. What can I do to prepare for the transition of care?

Where possible, we recommend arranging a transition of care appointment with your ADMS doctor and, if appropriate, our nurse Naomi before the clinic closes.

Depending on your individual needs, this appointment may include:

- **Medications and prescriptions:** reviewing your current medicines, checking with your pharmacy whether prescriptions need renewal and discussing how to avoid gaps in treatment.
- **Injectable medications:** checking whether any injections are due, gaining Guardian consent if relevant, and planning how these will be administered safely.
- **Test results and investigations:** reviewing recent results, identifying any outstanding investigations and confirming who will follow up.
- **Referrals and ongoing care:** reviewing specialist appointments, updating care plans and other matters that need to continue after closure.
- **Health summary and records:** discussing the information your next GP will need to understand your health history, communication preferences and support requirements.
- **Transition planning:** identifying any particular concerns about changing doctors, the clinic environment or the arrangements needed to attend appointments.

Please let us know if you need additional time, assistance from a support person, communication adjustments or another reasonable accommodation to make your appointment more comfortable.

We may not be able to resolve every issue before closure, but we will do our best to help identify priorities and support a safe transition within the time available.

5. I feel very upset, anxious or worried about ADMS closing. Is this understandable?

Yes. We understand that this news may bring up feelings of sadness, anxiety, frustration, uncertainty or even fear about what comes next.

For many patients, the relationships developed at ADMS have involved years of trust, familiarity and understanding. Starting again with an unfamiliar doctor or explaining your health needs to a new team can feel overwhelming. Families, carers and support people may also be concerned about how to maintain continuity of care.

If you feel comfortable doing so, please let your ADMS doctor or our team know what concerns you most about the transition. We can discuss practical steps that may help, such as preparing a written health summary, documenting your communication preferences or identifying the adjustments you may need from a new clinic.

Although we cannot remove all the difficulties associated with this change, we want patients to feel heard and supported as they prepare for the next stage of their care.

6. How can I find a new GP?

We recommend contacting a new GP clinic as soon as possible to ask whether it is accepting new patients and whether it can accommodate your individual health and disability-related needs.

When contacting a clinic, you may wish to ask about:

- Experience caring for people with intellectual, physical or psychosocial disability.
- Availability of longer appointments, if needed.
- Wheelchair access, accessible toilets and suitable examination facilities.
- Communication adjustments and the involvement of family members, carers or support workers, with your consent.
- Management of complex or chronic health conditions.
- Prescription continuity, injectable medications and follow-up of outstanding investigations.
- Appointment costs, bulk-billing arrangements and waiting times.

You do not need to make a decision about a new GP without asking questions first. It is reasonable to explain what helps you feel safe, understood and comfortable when receiving medical care.

Some GP clinics in the area you may wish to contact are listed below. These are suggestions to help you begin your search; they are not endorsements or guarantees of suitability or availability.

GP clinics in the local area

Pro Health Care – Salisbury

- **Address:** 1 Park Terrace, Salisbury SA 5108
- **Phone:** 1300 4 PRO HEALTH (1300 477 646)
- **Website:** https://prohealthcare.com.au/

Clovercrest Family Practice

- **Address:** Shop 12, Clovercrest Village, 429 Montague Road, Modbury SA
- **Phone:** (08) 8264 8387
- **Website:** http://clovercrestfamilypractice.com.au

Whites Road Medical Centre

- **Address:** 127 Whites Road, Salisbury North SA 5108
- **Phone:** (08) 8258 8988
- **Website:** https://whitesroad.com.au/

Woodcroft Medical Centre – Dr Kwan Chia

- **Address:** 1 Sir James Hardy Way, Woodcroft SA 5162
- **Phone:** (08) 8322 2099
- **Doctor:** Dr Kwan Chia
- **Website:** https://woodcroftmedicalcentre.com.au/

Craigmore Family Practice

- **Address:** Shop 34, Craigmore Village Shopping Centre, 170–190 Yorktown Road, Craigmore SA 5114
- **Phone:** (08) 8255 1999
- **Website:** https://www.craigmorefamilypractice.com.au/
- **Opening hours:** Monday and Tuesday 8 am–7 pm; Wednesday to Friday 8 am–5:30 pm; Saturday 9 am–12 pm; Sunday 10 am–1 pm (doctor availability).

Riverlea Medical Hub

- **Address:** Shop G1.01, The Palms Shopping Village, 2 Central Drive, Riverlea Park SA 5120
- **Phone:** (08) 7286 9977
- **Email:** reception@riverleamed.com.au
- **Website:** https://www.riverleamed.com.au/
- **Opening hours:** Monday–Friday 9 am–6 pm; Saturday 9 am–5 pm; Sunday 9 am–2 pm.

For a medical emergency, call **000**.

7. Can my current ADMS doctor continue treating me at another location?

The future work arrangements of individual doctors vary, and we are unable to provide details about where each doctor may be practising.

We understand that patients may particularly wish to continue with a doctor they know and trust. However, we cannot promise that your current ADMS doctor will be available to continue your care elsewhere.

We encourage you to make alternative arrangements for ongoing GP care rather than waiting for information about individual doctors' future work arrangements.

8. What will happen to my medical records?

Your medical records remain confidential and will be handled in accordance with applicable privacy and recordkeeping requirements.

If you choose a new GP, you can ask the new practice to request a transfer of your ADMS medical records. We will provide further instructions about the process, including any forms or identification that may be required.

There will be no charge for transferring your medical records to your new GP practice.

To help us arrange the transfer before closure, please organise this as early as possible and no later than February 5, 2027.

After February 5, 2027 ADMS's usual telephone, email and fax services will cease, so it may be more difficult to coordinate record transfers through the clinic's usual channels.

If you do not have a new GP by the transfer deadline, please contact ADMS before closure to discuss the available arrangements for your records.

9. How long will my medical records be kept after ADMS closes?

The closure of the clinic does not mean that your medical records will be discarded when the doors close.

Records will be retained securely in accordance with the applicable legal, privacy and professional recordkeeping requirements. Arrangements will be made for the ongoing secure storage and appropriate access to records after the clinic ceases operating.

To help ensure continuity, please arrange for your complete record to be sent to your new GP clinic before ADMS closes.

10. What will happen to the clinic's property and equipment?

As part of winding down the practice, clinic property may be sold, including IT equipment, medical supplies, kitchenware and furniture.

If you are interested in purchasing any items, please speak with Dr Maya Luks or Dr Raphael Ng before the clinic closes, or email admin@admservices.com.au to discuss availability.

This process is separate from the arrangements for patient care and medical records.

—----------

Thank you for allowing us to be part of your healthcare over the years. We are grateful for the trust you have placed in our doctors and team, and we are sincerely sorry that we cannot continue providing this service.

Wishing you all the best,

Dr Raphael Ng and Dr Maya Luks
Directors