

MY DOCTORS MEDICAL CENTRE

PRACTICE INFORMATION SHEET

My Doctors Medical Centre strives to engage each persons' individual circumstances and seek your long-term wellbeing. This information sheet is to provide the most up to date information about our Practice. If you require further information relating to this Practice Information Sheet please contact our reception staff or Practice Manager.

Address: Shop 38, Glenquarie Town Centre
14 Brooks St
Macquarie Fields NSW 2564

Contact Details:

Ph: 02 9158 8689 F: 02 9198 9507

Email: info@mydrs.com.au

OPENING HOURS

| | |
|-----------------|--------------|
| Monday - Friday | 8am – 7:30pm |
| Saturday | 9am – 4pm |
| Sunday | 9am – 4pm |

GENERAL PRACTITIONERS

All of our general practitioners are vocationally registered

| | |
|---------------------|-----------------------|
| Dr Claire Gabriel | Dr Nevin Keriaqos |
| Dr Sonjoy Biswas | Dr Nazih Hamzeh |
| Dr Hala El- Naouchi | Dr Mohsen Abdel-Wahab |

ALLIED HEALTH / SPECIALISTS

Physiotherapist - Justin Wu
Dietitian – Maria Andonopoulos
Podiatrist – Mina Abdelmessih
Psychologist – Gehan George
Endocrinologist/Geriatrician – Dr Simon Chalkley
Dermatologist – Dr Ajay Kumar

STAFF

Practice Manager – Emily
Reception - Queena, Zainab, Christina, Aisha
Nurses -Christine, Karen, Zainab

APPOINTMENTS

We offer appointments to patients. Appointments can be made by phone and in person. Please see our reception staff for further details. Emergency cases will always be given priority.

WALK INS

Walk ins are welcome at our centre. Walk ins will be allocated to the first available doctor.

LONGER CONSULTATIONS

Longer consultations are available with the doctor, please advise the reception staff that you require extra time with the doctor. Longer appointment times are also at the discretion of the doctor.

PRACTICE SERVICES

Services available in our practice:

| | |
|---------------------|-----------------------|
| Dermatologist | Physiotherapy |
| Occupational Health | Health Checks |
| Dietitian | Endocrinologist |
| Geriatrician | Podiatry |
| Psychology | Immunisations |
| ECG's | Minor Surgery |
| Pathology | Preventative Medicine |
| Spirometry | Travel Medicine |

AFTER HOURS AND EMERGENCY CARE

When the medical centre is closed, please telephone our After-hours Service - Sydney Medical Service on **8724 6300**. After hours service visits are made between the hours of 6pm and 8am weeknights, Saturday midday to 8am Monday and 24 hours public holidays. In the case of an emergency, go straight to the casualty/emergency Department of the local hospital.

HOME VISITS

Home visits are available for regular patients of the practice that are unwell and cannot make it to the medical centre to seek treatment. Contact reception staff for details.

FEES

The General Practitioners at this practice bulk bill patients that hold a valid current Medicare card. Consultations for Non- Medicare card holders start from \$70 (Monday – Friday 8am -8pm) and after hours start from \$80 (Saturday after 1pm, all day Sunday and Public Holidays) Fees vary dependent on the complexity and time spent during the consultation. DVA card holders will be bulk billed.

COMMUNICATION / TELEPHONE POLICY

It may be difficult to interrupt the doctor when they are consulting. A message will be taken with your contact details and conveyed to the doctor electronically. Urgent calls will be taken.

ELECTRONIC COMMUNICATIONS POLICY (EMAIL)

Our patients will be given the option of contacting us by electronic means such as via email. However, this email is checked on an ad hoc basis and patients should not use email to contact the practice in an emergency. Please be advised that that the practice cannot guarantee confidentiality of information transferred via email and will comply with the Australian Privacy Principles and the Privacy Act 1988. Communications will not contain sensitive information, due to the risk of confidential information being accessed inadvertently or intentionally by a third party. Our practice email account for patients and stakeholders for non-urgent communication with our practice is info@mydrs.com.au.

TEST RESULTS

All test results, including pathology results, diagnostic imaging and investigation report are reviewed and when appropriate acted upon in a timely manner.

REMINDER SYSTEM

Our practice is committed to preventative care. You have the option of registering to receive reminder notices regarding health care services appropriate to your care.

MANAGEMENT OF HEALTH INFORMATION

Patients at this practice have the right to access their personal health information under legislation. This practice complies with both laws and the Australian and Health and Privacy Principles. A patient may make a request verbally at the practice, via the telephone or in writing. Information will only be released according to Privacy laws and at the doctor's discretion. Requested records are reviewed by the medical practitioner prior to their release and only when written authority is obtained.

REFERRALS AND ENGAGING WITH OTHER SERVICES

Our practice regularly engages with local health services including Specialists, Allied Health Providers and Hospitals. If required, your GP will provide a referral to assist in facilitating optimal patient care and outcomes.

PATIENT RIGHTS

We are happy to handle your complaint within the practice however, if you wish to take a complaint further, there are several options available including the Health Care Complaints Commission at:

Locked Bag 18

Strawberry Hills NSW 2012

Ph: 1800 043 159 (NSW Toll free) or (02) 9219 7444

Email: hccc@hccc.nsw.gov.au

Website: www.hccc.nsw.gov.au

FEEDBACK

We welcome comments regarding the care that you receive at this practice. Please feel free to talk to your doctor or Practice Manager. You may prefer to write to us or use our suggestion box.