

# WELCOME TO GLENMORE PARK MEDICLINIC

We are a bulk-billing practice, committed to providing professional and compassionate, comprehensive family healthcare to the Glenmore Park community.

## Practice Hours

**Monday -Friday:** 8:30am – 7:00pm and **Saturday-Sunday:** 9:00am – 4:00pm

**After Hours:** For afterhours care contact the National Home Doctor Service on 13SICK (137 425) or 1300 HOME GP (1300 446 347) for a bulk-billed home consult. If you require urgent medical attention please dial **000** or attend the emergency department at the nearest hospital.

**The following information is provided as a reference guide for our patients regarding the practitioners, staff and services at Glenmore Park Mediclinic**

GENERAL PRACTITIONER DOCTORS	SPECIALIST DOCTORS
Dr Mohammed Tefaili	
Dr Mohammad Shahabi	
Dr Amani Pathmanathan	
Dr Nimna De Silva	

NURSES	MANAGEMENT
Ms Nerida Fawcett (RN)	Ms Marianne Agaiby (Practice Manager)
Ms Joanne Smith (RN)	
Ms Andrea Belleza (RN)	

ALLIED HEALTH PROFESSIONALS	PRACTICE SUPPORT STAFF
Ms Fiby Khalil (Optometrist)	Faith (Reception)
Mr Fadel Ghazi (Podiatrist)	Shyreece (Reception)
Mr Nathan Wong (Physiotherapist)	Rosie (Reception)
Ms Nikki Robertson (Physiotherapist)	Danielle (Reception)
Australian Hearing (Audiologists)	
Mr Bernie Ferraz (Sleep Specialist)	

SERVICES AVAILABLE AT OUR CLINIC	
Male and Female Doctors	Treatment Room (Wound care, minor surgery)
Onsite Pathology Collection	Onsite Radiology (X-Ray only)
Hearing Tests	Antenatal Clinic
Vaccinations (Childhood, travel and flu shots)	Workers Compensation Management
Onsite Cardiology Testing (ECG, Holter Monitor)	Skin Cancer Checks
Mental Health Care Plans	Chronic Disease Management Plans
Occupational Health and Employment Checks	Women's Health including Pap Tests
Family Planning and Contraception	General Health Checks
Baby Wellness Clinic	Optometry Services

## **APPOINTMENTS**

You do not require an appointment to visit Glenmore Park Mediclinic: we welcome walk-in's! However, if you prefer to schedule an appointment, please call (02) 4733 0222 and speak with one of our friendly receptionists. Upon arrival, please ensure to present to the reception desk for check-in to avoid any unnecessary waiting times.

## **WAITING TIMES & EMERGENCIES**

We respect that your time is valuable and that you may be feeling unwell, so we strive to keep waiting times to a minimum. However, some consultations may take longer than expected and emergencies can occur. The receptionists can advise you of an approximate waiting time, though these times are **only an estimate**. We appreciate your patience and understanding regarding this. If you need immediate, emergency care, the best place for you is the emergency department at your local hospital. However, if you do present to our medical practice experiencing abnormal chest pain, shortness of breath, head concussion or bleeding, please let a receptionist know upon arrival.

## **CARE OUTSIDE OF NORMAL OPENING HOURS**

We have partnered with Sydney Medical Service (SMS) to provide you with bulk-billed, in-home consultations outside of our opening hours. SMS will send a record of your consult to us to add to your medical record, and if needed your regular doctor will follow up with you. Contact SMS directly on 1300 HOME GP (1300 446 347). Alternatively, you can contact the National Home Doctor on 13 SICK.

## **HEARING IMPAIRED**

Free assistance during consultations for hearing impaired patients is available through Auslan Sign Language Interpreter Service. Please communicate your need for the service with your doctor or our reception staff and we will be happy to arrange it for you.

## **ENGLISH AS A SECOND LANGUAGE**

Free assistance during consultations for our English as a second language, and non-English speaking patients is available through TIS National Interpreter Service. Please communicate your need for this service with your doctor or our reception staff and we will be happy to arrange it for you.

## **TELEPHONE CONTACT**

Our doctors can be contacted during normal opening hours. If the doctor is with a patient a message will be taken by the reception staff. The doctor, or in some cases the nurse will return your call as soon as possible. Please kindly note; in order to protect your privacy and maintain the highest level of healthcare, except in rare circumstances, we do not give results over the phone.

## **EMAIL CONTACT**

General emails can be sent to [insert email here]. We endeavour to attend to emails on the same day. Please kindly note; in order to protect your privacy and provide the highest level of healthcare, we do not send clinical notes of any kind including medical certificates and test results via email. Also note that although this email address is secure, and the contents are strictly confidential communications between yourself and the clinic, emails that are sensitive or highly personal should not be sent to this address as it is an administrative email. If you would like to send sensitive information, please contact our clinic directly and we will direct you to the appropriate avenue.

## **FEES AND BILLING ARRANGEMENTS**

Bulk-billing to Medicare with no gap payment forms the basis of our billing policy. Medicare bulk-billing is available to all patients holding a valid Australian Medicare Card for General Practitioner consultations. Many of our other health services are also bulk-billed to Medicare however, some services have a gap payment applicable to patients. Our receptionists will be able to advise you of our fees if they are applicable. For non-Medicare card holders, the standard consultation fee is \$70.00.

## **VACCINATIONS**

A full range of childhood, adult and travel vaccinations are available in our centre. Childhood immunisations are bulk-billed and added to the National Vaccine Register. Normal fees apply to most adult vaccines.

## **PRESCRIPTIONS**

In general, a consultation with a Doctor is required for the issuing of prescriptions. The practice is registered with the Medicare Prescription Shopping Information Service Program which alerts our Doctors to potential drug seeking patients. This practice does not prescribe S8 drugs of addiction to new patients.

## **REMINDER SYSTEM**

Our practice is committed to preventative and continuous care principles. Your Doctor will seek your permission to be included on our reminder system and where applicable, to State or National reminder registers such as BreastScreen, National Pap Register and the Childhood Immunisation Register. We may send you one of our own reminder notices for services we offer such as Diabetes monitoring and Allied/Mental Health Care plans. From time to time we may send you information regarding preventative health measures we have available that are appropriate to your medical history. If you do not want to be apart of these services, please let your doctor know.

## **TEST RESULTS**

Your doctor will let you know when they expect results for test the order for you. Although our Nurses do contact patients, we encourage you to be proactive with your health and invite you to telephone the centre at the time your test results should arrive for confirmation before you come in to see your Doctor. It is our practice policy that patients have a consultation with their doctor as this allows the doctor to explain results to you, order further tests, prescribe medication or refer to specialists where appropriate.

## **NEW PATIENTS**

All new patients are required to complete a registration form containing your personal and Medicare details along with an emergency contact person. The registration form also contains questions that are important for your ongoing health management. The details of your registration are kept confidential to the centre and will never be shared with anyone not directly involved in your care or without your permission. It is important to tell the Doctor you see on your first visit if there are any cultural or other considerations so that a note can be made on your file for future.

## **MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION**

Your medical record is a confidential document. It is always the policy of our centre to maintain the security of your personal health information and to ensure that this information is only available to authorised members of our staff. We abide by the 10 National Privacy Principles available at [www.privacy.gov.au/health/index.html](http://www.privacy.gov.au/health/index.html).

**MY HEALTH RECORD**

My Health Record is a national Australian Government health initiative. More information about this can be found at [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au). Please let your Doctor know if you would like any of your health information added to your My Health Record.

**WORKERS COMPENSATIONS AND THIRD PARTY INSURANCE CLAIMS**

All our Doctors participate in the management of Workers Compensation and Third Party insurance claims. It is important that you let one of our Receptionists know when you arrive, if the reason for your visit is related to an insurance claim. We have a SIRA registered Return to Work Co-Ordinator working in our practice who is available to offer advice and management for your claim. Please ask one of our Receptionists to facilitate contact.

**OCCUPATIONAL HEALTH CHECKS**

Our clinic offers pre-employment, routine work health screenings and RMS Medical Assessments for passenger vehicles. These services are not covered by Medicare. Speak to our friendly Receptionists to be advised of any associated costs.

**PATIENT FEEDBACK**

Your feedback is important to us. We aim to provide you with high quality, efficient healthcare in a safe and welcoming environment where you always feel respected. If you are unhappy with any aspect of the care you receive from this practice, we would appreciate your feedback. Please feel free to talk to the Practice Management team. You may prefer to write to us or use our suggestion box. If you feel there is a problem you wish to take up outside of our practice, you can contact the Health Care Complaints Commission, Locked Mail Bag 18, Strawberry Hills NSW 2012 or free call 1800 043 159.