

## **PRACTICE INFORMATION SHEET**

*The philosophy of this practice is to provide comprehensive and thoughtful medical care to families. We work hard to keep up-to-date with the latest medical innovations and to bring you efficient personal service. Teamwork is highly valued and encouraged within the practice to promote a harmonious and productive environment. We hold great importance in ethical and responsible behaviour as essential to maintain the trust and loyalty of our patients and staff.*

**To comply with current government regulations, smoking is not permitted within the building or within 4 metres of the building entry.**

### **Surgery Hours**

Weekdays 8:30am – 8:00pm  
Weekends 9.00am – 1.00 pm  
(please check with reception as times may change occasionally)

### **Laverty Pathology**

Available onsite

### **After Hours Services:**

Westmead Hospital: (02) 9845 5555  
Home Doctor Services on 137 425  
National After hours GP helpline on 1800 022 222

Westmead Children's Hospital: (02) 9845 0000  
Poisons Information Centre (24hrs) 13 11 26

For further information go to <http://www.healthdirect.org.au/service/after-hours-gp-helpline>

### **Practice Doctors**

Dr Rebeka Parvez  
MBBS,FRACGP  
Dr Sivagowry Sivakumar  
MBBS,FRACGP ,Dip in child health  
GP Registrar  
Medical Student

### **Practice Staff**

Sandhya I- Office Manager  
Shalini- Q & I Manager  
Amardeep - Receptionist  
Kathryn -Receptionist  
Udaya -Receptionist

### **Nursing Staff**

Julie McLean - Registered Nurse  
Ashwina Beeharry - Registered Nurse  
Priya Joshi - Registered Nurse

### **Billing Arrangements**

**We are a bulk billing practice.**

Consultation for non-Medicare patients will attract a fee: \$60 standard  
\$80 long  
Weekend: \$80 standard  
\$90 long

Fees also apply to Pre-employment and insurance medicals

We accept **CASH & EFTPOS** for payment prior to service provision.

### ***Appointments***

Appointments are available 7 days a week, and take priority except in an emergency. We aim to see our patients on time, however; there are circumstances such as emergencies that may delay your appointment. We appreciate your understanding in these situations. Please phone before you leave to travel to your appointment if a time delay will inconvenience you.

Longer consultation times are available, so ***please ask our receptionist if you require some extra time.*** If you are not able to make your appointment, please contact us on **02 9633 4033** to advise.

Regular patients of our practice are able to obtain visits in their home, residential aged care facility, residential care facility or hospital, within normal opening hours where such visits are deemed and reasonable at the doctor's discretion and Triage. All afterhours consultations are managed by our afterhours service

### ***Parking and Transport***

Limited Parking is available onsite. Public transport is available with bus stops only minutes away and a short walk from Westmead train station.

### **Communications**

#### ***Our Recall and Reminder System***

We use paper and phone calls to contact our patients to attend for preventative care and test results. **Please ensure that your personal information is up to date** including an emergency contact, please inform our reception staff of any changes.

### ***Interpreter Services***

Can be arranged by the practice. Please let us know when making an appointment. AUSLAN Interpreter for hearing impaired can also be arranged

### ***Confidentiality***

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

### ***Communication policy***

Doctors in the Medical Centre may be contacted during normal operating hours. If the doctor is with a Patient, the reception staff will take a detailed message and forward this onto the doctor as soon as Possible.

If the call is regarding a medical condition, it may be more appropriate to make an appointment to see a doctor.

In an emergency, your call will always be put through to either the doctor or nurse.

### ***Your rights / Health Complaints***

If you have a problem we would like to hear about it. Please feel free to talk to your Doctor or Receptionist or you may prefer to write to us. We take your concerns, suggestions and complaints seriously.

However, if you wish to take a matter further please contact: Health Care Complaints Commission.  
1800 043159

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