

## **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**

Monday, Tuesday	8:30am – 5:00pm
Wednesday:	8:30am – 7:00pm
Thursday:	8:30am – 5:00pm
Friday:	9:00am – 5:00pm

### **PRACTICE DOCTORS**

Dr Sarah Beasley  
Dr Laavanya Aruneswaran  
Dr Zakir Parvez

### **ADMINISTRATION STAFF**

Kate: Practice Manager  
Jessica: Receptionist  
Sarah: Receptionist

### **NURSING STAFF**

Cheryl: Registered Nurse  
Cassandra Danks: Enrolled Nurse

### **ALLIED HEALTH**

Physiotherapy: Hills Physio                      Dietician: Tegan

### **AFTER HOURS SERVICES**

Hawkesbury Hospital on Day Street, Windsor – 4560 5555  
GP after Hours Clinic at Hawkesbury Hospital – 4560 5780: Weekdays 6pm – 10pm and Weekends 2pm – 10pm.  
Home Doctor Services on 137 425  
After hours GP helpline on 1800 022 222.  
For further information go to <http://www.healthdirect.org.au/service/after-hours-gp-helpline>

### **SERVICES AVAILABLE**

Dietician, Psychologist, Physiotherapy, Women's Health, Children's Health, Preventative Health, Procedures, Work Cover, Immunisations, Health Assessments, Travel Vaccine Advice and Indigenous Health.

### **BILLING**

All Medicare Eligible patients who are pensioners, concession holders or under the age of 16 will be Bulk-Billed.  
All other patients will be privately billed, please see fees below:  
Standard Consultation (15mins): \$60.00  
Long Consultation (30mins): \$90.00  
Overseas patients without Medicare - \$60.00 consultation fee  
RMS Forms – NSW Fitness to Drive (*Bulk Billed*) NSW Public Passenger (*\$130 fee*)

### **APPOINTMENTS**

Appointments take priority. If you require a long consultation, please advise reception when booking the appointment. Childhood Immunisation Clinic runs on Monday, Tuesday and Thursday. Appointments are necessary.

**Appointments can be made online using Health Engine.**

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

### **PARKING AND TRANSPORT**

Parking is available along Eldon Street as well as in the Pitt Town Shopping Village parking lot. Please note, time limits apply in all parking areas.

### **RECALL AND REMINDER SYSTEM**

Our practice is committed to preventative care. Patients are recalled to the practice for many reasons, i.e. abnormal test results etc. **It is important that your personal information is kept up to date** with an emergency contact. Please inform our reception staff of any changes.

Some appointments may require a courtesy reminder phone call for attendance. Again, please call 02 4572 3377 if you are unable to attend.

**To receive your test results**, please make an appointment or walk-in to see your doctor. To receive test results over the phone, speak to your doctor before taking the test.

### **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: [www.privacy.gov.au/health/index.html](http://www.privacy.gov.au/health/index.html)

### **YOUR RIGHTS**

If you have a concern, 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.

### **CONTACT US**

Website: [www.advancemedicalpractice.com.au](http://www.advancemedicalpractice.com.au)  
Practice Manager Email; [mpitttown@advancemedicalpractice.com.au](mailto:mpitttown@advancemedicalpractice.com.au)  
Receptionist Email; [receptionpitttown@advancemedicalpractice.com.au](mailto:receptionpitttown@advancemedicalpractice.com.au)  
Nurse Email; [nursepitttown@advancemedicalpractice.com.au](mailto:nursepitttown@advancemedicalpractice.com.au)

### **HEALTH COMPLAINTS**

We take your concerns, suggestions and complaints seriously. However, if you wish to take a matter further please contact: Health Care Complaints Commission

Locked Mail Bag 18  
STRAWBERRY HILLS NSW 2012

Ph.: 1800 043 159