



## Patient information sheet

### Appointments

Please call 9484 1552 for an appointment. Bookings can also be made online at [Beecroft General Practice](http://Beecroft General Practice) ([beecroftgp.com.au](http://beecroftgp.com.au)) or [www.hotdoc.com.au](http://www.hotdoc.com.au)

Walk in appointments may be available, however priority will be given to those with appointments. Emergency appointments will be seen as soon as possible. Please note that our normal appointments are 15 mins duration. Longer appointments are available for more complicated matters, procedures or if more than one person need to see the doctor. Please inform our receptionists at time of booking. Appointments are required for prescriptions or referrals to ensure that all aspects of your health are taken into consideration.

### Services Provided

- Family medicine
- Emergency Medicine
- Integrative medicine
- Mental Health
- Musculoskeletal and sports injuries
- Women's health and Pap smears
- Family planning and contraception
- GP Shared Antenatal care
- Baby checks and childhood immunisations
- Skin cancer checks
- Minor procedures
- Pre-employment and insurance medicals
- Work cover
- Travel Medicine
- Health checks and chronic disease management

### Fees

A schedule of fees is available at reception and on our website. You are requested to settle your account at the end of your consultation – we accept cash, credit card, EFTPOS and payments over the phone. We are able to process your Medicare claim allowing you to receive your rebate immediately (provided your details are registered with Medicare). Holders of concession cards – low income/Commonwealth, DVA card holders, children's/adult immunizations, chronic disease management plans are bulk billed.



## **Repeat Scripts**

For all Prescription requests, please make every attempt to book an appointment with your usual Doctor. In the event of an urgent one or your regular Doctor is unavailable, please book an appointment with the next available Doctor. Repeat Prescriptions are available to regular patients of our practice for a fee of \$10 If you have attended the practice in the last 3 months.

## **Test results**

Please allow several days for routine pathology results to be processed. Urgent tests are usually available within 24 hours. Our practice policy is that we do not provide medical information (including pathology and radiology results) over the phone or by email in order to protect your privacy. Accordingly, we encourage you to make a follow up appointment to discuss your results with your doctor.

## **Recall system**

Our practice follows a recall system for urgent or abnormal results. Our reception staff will contact you to make an appointment to see the doctor. If your results are urgent the doctor will contact you. We do encourage you to make an appointment to discuss your results and plan further treatment with your doctor. Our practice is committed to preventative healthcare. Please inform our staff if you do not wish to be involved in our reminder system.

## **Communication policy**

As a courtesy to our patients, we try not to interrupt the doctor while in a consultation. Should you need to speak with a doctor, staff will take a message and pass it onto the doctor. Due to the demands on the doctors' time, the only way we can guarantee a response is for you to make an appointment.

## **Privacy and management of your personal health information**

Your medical records are private and confidential and we are committed to maintaining your privacy at all times. Accordingly, your medical records are password protected and only available to authorised members of staff. All pathology and radiology results are transmitted to the Practice via secure electronic messaging and are automatically integrated into your health record. All information is managed in accordance with the 13 National Privacy Principles of the Privacy Act 1988, available at [www.oaic.gov.au](http://www.oaic.gov.au) or [www.privacy.gov.au/health/index.html](http://www.privacy.gov.au/health/index.html)



## **Patient feedback**

Beecroft General Practice is serious about the quality of our service and our continuing improvement. Feedback is welcome in any form. Please feel free to talk to your doctor, nurse or our Practice Manager. You may prefer to use our 'Suggestions Box'. We take your concerns, suggestions and complaints seriously. We believe that problems are best dealt within the practice, however, if you wish to take the matter further and lodge a formal complaint, you could contact: Health Care Complaints Commission, Locked Mail Bag 18, Strawberry Hills NSW 2012, 1800 043 159.

## **General Practitioners**

- Dr Barbara Adams
- Dr Paul Beecham
- Dr Vandana Daya
- Dr Roland Machado
- Dr Disha Nanayakkara
- Dr John D'Arcy O'Donnell
- Dr Shana Pathmatheva
- Dr. David Siow
- Dr Stella Tang

## **Specialist**

- Dr Arvind Iyer - Cardiologist

## **Allied Health**

- Mrs. Malvika Srinath (physiotherapist)
- Dr. Zara Nikbin (Podiatrist)